Ontario

Ministry of Government Services

2014 Accessibility Report

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Executive Summary

In January 2013, the Ontario Public Service (OPS) published the OPS Multi-Year Accessibility Plan (MYAP) *Accessibility in the Ontario Public Service: Leading the Way Forward*, which outlines its strategy for ensuring its employees and the public have access to services, products and facilities. MYAP also ensures that the OPS complies with the Ontarians with Disabilities Act, 2001 (ODA), Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

In addition to MYAP, each ministry, including the Ministry of Government Services (MGS), prepares an annual accessibility plan. Building on its accomplishments to date and feedback from various partners, the ministry's 2014 Annual Accessibility Plan provides a roadmap on the prevention and removal of barriers for persons with disabilities, and to make Ontario a more diverse, inclusive and accessible province by 2025. The plan is also designed to support and align with the implementation of the ministry's Culture Plan and its 2014 Inclusion Report.

In 2014, two new ministries were created – Treasury Board Secretariat and the Ministry of Government and Consumer Services. The ministries will build on the progress of MGS. The Ministry of Government Services has demonstrated leadership in providing accessible services, including:

- Ensured that counter and online services are accessible to clients with disabilities and that all processes are available in an alternate format upon request.
- Ensured that the current feedback process was accessible for people with disabilities and were provided in an alternate format.
- Updated the technology platform to include the Social Assistance Management System, which delivers services to Ontario Works, the Ontario Disability Support Program and the Assistance for Children with Severe Disabilities Program.
- Provided state-of-the-art Teletype services and information technology accessibility support to the OPS workforce.
- Ensured web content management processes met recognized industry standard Web Content Accessibility Guidelines (WCAG).
- Monitored existing government buildings in order to remove barriers, in compliance with the IASR on Government Facilities/Public Spaces.
- Promoted accessibility across the OPS by delivering training on creating accessible documents to over 300 OPS employees within MGS as well as other ministries.

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 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 Government Services (MGS) 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.
- 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 AODA 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 2014 MGS Accessibility report demonstrates what measures our ministry has taken to support the key outcomes of the MYAP. Due to the creation of the two new ministries: Ministry of Government and Consumer Services and Treasury Board Secretariat, this report is the final report for the former MGS.

Since ServiceOntario was part of MGS' structure, the final MGS report includes as Appendix A, 2014 ServiceOntario achievements and 2015 ServiceOntario commitments.

Beginning in the 2015 reporting year, ServiceOntario will report under Ministry of Government and Consumer Services.

To access the MGS' and other ministries' 2014 Accessibility Plans, visit Ontario.ca.

Section One:

Report on Measures Taken - Calendar year 2014

In 2012, the OPS published a Multi-Year Accessibility Plan (MYPA) that outlines how the Ontario government identified, prevented and removed barriers for persons with disabilities. The following section highlights the measures taken during the year 2014 to accomplish the plan's goals and timelines.

Customer Service

OPS MYAP Key Outcome:

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

Measures Taken

MGS remained committed to accessible customer service through an ongoing strategic review of its practices in light of the Accessibility Standards for Customer Service Regulation and the requirements of the new IASR. This resulted in improved accessibility in the ministry's key operations, including:

- Customer service.
- Policy development.
- Legislation development, recruitment.
- Websites and web content (e.g., documents, multimedia).
- Communications (e.g., brochures, presentations, events).
- Employee health and wellness.
- Physical security and emergency preparedness for employees and visitors.

Ministry Wide

- Integrated accessibility into current procurement policies and procedures. Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I&IT and training.
- Reviewed and updated, as required, accessibility tools and resources and continued to share them beyond the OPS to broader public sector organizations.
- Kept and improved – when necessary - current processes to ensure that notices of disruption were posted when services were not available. The notice indicated the cause of the disruption, when the site would be re-opened (if

known), and other locations where the public could get the same service and hours of operations.

- Kept and improved feedback processes to better help clients when they ask for information in alternate formats; have questions, complaints or compliments about the service provided; or any other consultation or suggestion.
- Promoted and implemented the OPS Inclusion Lens to continue ensuring it was central when developing, reviewing and implementation of policies, programs, services and business transformation initiatives.
- MGS had a relevant role as part of the Certificate of Assurance Pilot Project. Ministry staff developed the Compliance Assurance Assessment to demonstrate that the ministry was in full compliance with the AODA. MGS' Certificate of Assurance was successfully submitted within the timeframe.

Specific divisional accomplishments are as follows:

Corporate Services Division

- Delivered training across the ministry and across the OPS on how to develop accessible documents.
- Participated with other MGS divisions in the development of short videos (2-5 minutes) on tips to develop Accessible Documents. The videos were posted on the I&IT Accessibility Centre of Excellence website and awareness was promoted through LinCS.
- Participated with Technology Center Of Excellence (TCOE) in the development of Webinar sections on how to develop Accessible Documents. Sessions were offered and delivered across OPS regions.

HROntario

- Conducted a review of policies using the OPS Inclusion Lens.
- Continued to ensure that all communication products for HR staff and line managers were available in barrier-free, fully accessible formats. Ensured that new staff took the OPS Orientation e-course to understand the OPS commitment to accessibility, including:

    ❖ Provided ready access to services.
    ❖ Provided design and implementation services to help persons with disabilities participate, considering their needs and expectations of dignity, independence and integration.
    ❖ Ensured services were in compliance with the AODA Accessibility Standards.
    ❖ Ensured services were integrated across ministries and other jurisdictions, where appropriate, and managed in a co-ordinated fashion.

- Worked with Children, Youth and Social Services Cluster and IT Cluster clients, update the technology platform so the Social Assistance Management System (SAMS) can integrate national and international best practices in service delivery. SAMS delivered services to Ontario Works, the Ontario Disability Support Program and the Assistance for Children with Severe Disabilities program.

Information and Information Technology (I&IT) Community

- Continued to ensure that new staff take the OPS Orientation e-course to understand the OPS commitment to accessibility, including:
- Provided ready access to accessible IT services.
- Provided design and implementation services, for IT solutions, to help persons with disabilities participate, considering their needs and expectations of dignity, independence and integration.
- Ensured IT services were in compliance with the AODA Accessibility Standards.
- Ensured IT services were integrated across ministries and other jurisdictions, where appropriate, and managed in a co-ordinated fashion.
- Ensured that staff completed the IASR: Information and Communication Standards course to provide accessible documents.
- Completed the implementation of the Social Assistance Management System (SAMS) so that SAMS could integrate national and international best practices in service delivery. SAMS is now delivering services to Ontario Works, the Ontario Disability Support Program and the Assistance for Children with Severe Disabilities program and is providing a new way for people to apply for social assistance online. SAMS also reduced time spent on administrative tasks, giving staff more time to manage their caseloads. The full implementation of SAMS was completed in the fall of 2014.
- IT Strategy, Policy and Enterprise Architecture Branch worked with the I&IT Accessibility Centre of Excellence in the development of an IASR reference document that could be used by IT Clusters to assess what and how accessibility requirements were incorporated into I&IT projects.

Accessibility@Source

- Fostered an awareness and understanding of the Accessibility@Source initiative by featuring topics related to accessibility. Further topics planned for 2014-15 include accessible formats and communication supports, employment accommodations and accessible customer service.
- In May 2014, the IT Accessibility Centre of Excellence (ACOE) hosted a competition to promote the accessibility of MS Word documents across the OPS and introduce the ACOE's new MS Word video tutorials.

OPS Diversity Office

Communication & Information

- Incorporated ministry templates into OPS Diversity Office procedures. Updated internal office templates to maximize accessibility. Regularly revise and update templates for office and accessibility improvements. (E.g., added TTY phone numbers to letterhead addresses.)
- Modernized the OPS DO TTY offering. Select staff (i.e. administrative and subject matter experts) were equipped with the modernized OPS TTY offering. Staff training and awareness were offered and equipment/software tested.
- Established OPS Diversity Office working group to collect evidence of compliance to support the ministry's Getting to Yes compliance reporting. Working group continues to provide recommendations to remove barriers to disabilities and support compliance with our accessibility obligations. (E.g., recommendation to include an active offer of alternate formats and communication supports in e-mail signature lines).

New Staff Training

- Promoted orientation tools developed by HROntario with OPS Diversity Office input for newly hired OPS employees.
- OPS Diversity Office has organized in-house training for OPS DO by inviting MGS Accessibility Lead to provide in class training for new staff and re-fresh for current staff.

Accessible Customer Service Policy

- Released a revised OPS Accessible Customer Service Policy in January 2014.

Procurement

- Supported and guided Supply Chain Ontario (SCO) and ministries in their efforts to meet AODA procurement requirements by making accessibility a part of procurement practices and documents and in its e-Tendering portal.

Infrastructure

- Worked with the Ministry of Infrastructure, Ministry of Municipal Affairs and Housing, and the Accessibility Directorate of Ontario to find approaches and strategies that support, align and embed accessibility within the legislative requirements for built environment, as well as increase staff awareness.

AODA Compliance Attestation

- Updated the "Getting to Yes" document and worked with chief administrative officers (CAOs) and ministries' accessibility leads to support ministries in reporting compliance with the AODA. The "Getting to Yes" process is aligned with the enterprise-wide Certificate of Assurance process and required each ministry CAO or deputy minister to attest that their ministry was compliant with newly-introduced and past IASR requirements.
- Worked with Ontario Internal Audit and participating ministries to develop and implement a pilot quality assurance tool to further help ministries evaluate and report compliance.

Increased Awareness

- Co-ordinated the OPS Accessibility Forum, comprised of each ministry's accessibility lead(s), to promote best practices and learning opportunities.
- Worked with the Centre for Leadership and Learning, to launch a new mandatory training course on the IASR information and communications standards to help employees to understand our obligations under these standards and embed awareness and commitment across the organization.

Ontario Shared Services

Supply Chain Ontario - Procurement

- The new Request for Bids template includes language pertinent to accessibility. In addition, SCO continued to convert legacy website documents into an accessible format for readers with disabilities.
- A Request for Proposal (RFP) was issued for an eTendering portal with improved accessibility features. The RFP included a section on proponent compliance to AODA. The successful proponent was 100% compliant with the AODA requirements.
- Presentation materials used at vendor outreach events were updated to ensure vendors were aware of their obligations under AODA.
- Worked with staff of the Diversity Office and Accessibility Directorate regularly to communicate to vendors and potential vendors the accessibility requirements in the procurement process, via vendor outreach events.
- Updated accessibility resource tools on the intranet and external [doingbusiness](URL: www.doingbusiness.mgs.gov.on.ca) websitein order to reflect most current guidelines.
- Procurement advisory staff continued to leverage accessibility resource tools and support procurement policy which includes accessibility requirements in their partnership work with ministry buyers.

- SCO continued to update and refine methods, tools and processes to ensure the needs of disabled Ontarians are respected. Training programs have all been improved to ensure that accessibility commitments are broadcast by SCO to ministry clients and to vendors to the Ontario government.

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

- MGS remained committed to having its Ministry Accessibility Lead work with partners to ensure Web accessibility awareness is part of the ministry's ongoing accessibility training initiatives. MGS undertook continuous reviews to ensure that the ministry's website database was up-to-date and that compliance-related activities continued.

Ministry-Wide

- Continued ensuring that Web Content Accessibility Guidelines standards was met through I&IT architectural governance, inclusion in I&IT procurement processes, and IT project management quality control.
- Implemented the requirements for communicating the availability of accessible formats and communication supports to the public by January 1, 2014.
- Supported the OPS in providing documents in accessible format, as per the public's request.
- Continued promoting Accessibility@Source to give employees the information they needed on accessibility and inclusion.
- Participated in the annual EXPO/JOIN conference held each fall by sending delegates to learn about opportunities to improve accessibility policies/practices.

Corporate Services Division

- In alignment with the mandate of the ministry Emergency Evacuation Committee, ensured legislated requirements in employee evacuation were communicated and supported, individuals were nominated for the roles of "Fire Warden" and "Searchers" to:
  - ❖ Communicated that employees should identify themselves as requiring accessibility accommodations in the event of an evacuation.
  - ❖ Supported the development and implementation of individual evacuation plans to meet the accessibility accommodations for identified employees.
  - ❖ Ensured that the feedback process in place could be accessible for everyone.

Communications Branch

- Ongoing training provided to webmasters/media specialists on tools and techniques for developing and testing websites for accessibility, and for creating web-ready documents and accessible digital media.
- This included structured source documents for translation into accessible PDF or ePub files, and captioned web video.

Centre for Employee Relations

- Worked with the I&IT Accessibility Centre of Excellence (ACOE) to develop an accessible document tip sheet for Employee Relations Advisors who act as minute takers for joint Employer-Bargaining Agent Committees. This will ensure that all posted minutes for over 60 joint committees were accessible.
- Provided ongoing support and advice to corporate policy reviews; ensuring current jurisprudence on the duty to accommodate/human rights was incorporated, as applicable.
- Participated on Ministry of Community Safety and Correctional Services committee which reviewed and updated policies on the use of Personal Protection Equipment to comply with current human rights jurisprudence.
- Provided input on the OPS Working Alone Guidelines- while some of the provisions were primarily for safety, they may relate to/enhance accessibility.

Information and Technology Standards

- Continually maintained the Government of Ontario I&IT Standards documents, the official technical publications adopted by the government, to meet accessibility requirements.
- Established the Enterprise Wide IT Assistive Technology Support Service team whose comprehensive service aimed to put modern technology, service excellence and user engagement within reach of assistive technology users in the OPS. This team was recognized nationally as an Honoree for the Canada's Government Technology Event (GTEC) 2014 Distinction Awards and within the OPS as winners of an I+IT Award of Distinction. Their 2014 achievements included:
  - ❖ Created a priority queue for assistive technology users contacting the OPS IT Service Desk.
  - ❖ Developed a collaborative hardware renewal plan including desk-side support.
  - ❖ Developed a fast-track procurement process for assistive technology, removing barriers of multi-level approvals.
  - ❖ Enabled users to have the ability to request non-standard IT Assistive Technology devices.

- ❖ Provided for the seamless transfer of users' accessible IT tools across the OPS, enabling users to broaden work opportunities across the OPS .
- ❖ Developed a team of subject-matter experts who managed requests, consulted with users and provided support.
- ❖ Established the IT Assistive Technology User Advisory Council to inform continuous improvement of service and user engagement.
- ❖ Implemented a modernized, enterprise-grade, fully managed TTY service.
- New technology removed the barriers and dependency on antiquated hardware and made it available throughout the Ontario Go-Net Network across the OPS.
- TTY users were able to conduct community conference calls, to establish personalized voice greetings and to receive support from the IT Assistive Technology Support team.

I+IT Strategy & Cyber Security Division Accessibility Commitments

- Reformatted the Government of Ontario I&IT Standards, the official technical publications adopted by the government, to meet accessibility requirements. It was provided to Cabinet Office for migration to the Ontario.ca website.
- Worked with the I&IT Accessibility Centre of Excellence to develop an *Integrated Accessibility Standard Regulations (IASR)* checklist that can be used by IT Clusters to assess what and how accessibility requirements are incorporated into I&IT projects.
- The I&IT Corporate Performance Report and the Corporate Security Annual Report will be published in an accessible format on the MyOPS intranet site in Spring 2015.
- Three delegates attended the JOIN conference in Nov 2013.

OPS Diversity Office

Procurement

- Worked with Supply Chain Ontario (SCO) to ensure that templates and other documents used by ministries and program areas in procurement activities included accessibility criteria and language.
- Worked with SCO to update and refresh the Inclusive Procurement section of the OPS Inclusion Lens to align and remain relevant to support accessible procurement activities.
- As a member of the Supply Chain Leadership Council, the Chief Officer of Diversity and Accessibility for the OPS offered accessibility advice on all OPS purchases or procurements over $2 million.

Accessibility Expo Conference

- Continued partnership with the Job Opportunity Information Network (JOIN) to deliver the annual accessibility conference to its employees in 2014. Promoted a theme that would focus on the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the standards that employers and the OPS must meet.

Employment Accommodations

MYAP Key Outcome:

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

Measures Taken

The ministry remained committed to considering accessibility when developing and delivering ministry orientation programs. TBS also committed to having its accessibility lead continue to help develop orientation programs at the ministry and branch levels (e.g., by provided advice to program areas and ensured that all orientation programs included the latest information on legal obligations related to accessibility).

Ministry Wide

- Communicated employment accommodation and Return-to-Work policies to all staff to increase awareness of employment accommodation directives, policies and plans. Employee accommodation is a process that removes barriers and changes workplace practices so employees could fully participate in the workplace.
- Through the threat risk assessment process, determined and provided recommendations to ministry worksites on how to make the workplace as accessible as possible.
- To align with the deputy minister's performance commitments, MGS managers and senior managers included accessibility in their performance commitments and shared their plan with their staff to ensure that accessibility is also a part of their staff's performance commitments.
- Provided support to mentor/sponsor programs through newsletters from the OPS Diversity Office and other program areas.
- Ensured that accessible formats, communication supports and assistive devices were available to employees by January 1, 2014.
- The ministry supported mentorship programs and lead two separate Diversity Mentoring Partnership Programs (DMPP).
- The DMPP was a key diversity initiative that is intended to support two strategies in the OPS Inclusion Strategic Plan 2013-16: informed, committed and competent leadership and behavioural; and cultural transformation across the enterprise. It is the only program of its kind in the public sector in Canada. The DMPP provided mentors with an opportunity to:
  - ❖ Learn from, and understand the experiences, challenges and barriers that may be faced by employees who are different from themselves.
  - ❖ Increase understanding of organizational culture from a different perspective.

- ❖ Give mentees an opportunity to better understand organizational culture, and learn how to navigate a large public sector organization and successfully manage their career.
- Continued holding the ministry leadership accountable for performing in alignment with the OPS Multi-Year Accessibility Plan and the TBS Inclusion Plan.
- Distributed information to all staff through the ministry accessibility lead about the employment accommodation and return-to-work process from the [Accessibility@Source](#) campaign.

Corporate Services Division

- Promoted technology to make teleworking possible as an employment accommodation.
- Ensured staff performance development plans include accessibility performance commitments.

Communications Branch

- Supported a barrier free work environment by ensuring accessible physical environment within the branch for all staff and visitors.

Centre for Employee Relations

- Centre for Employee Relations (CER) consistently strived to ensure employees with disabilities were accommodated and able to productively participate in the workplace. CER provided best practice labour relations advice to client ministries on accommodation issues including: reconfiguring office spaces/locations (e.g. ergonomics; proximity to washrooms/elevators); responding to workplace environmental respiratory sensitivities (e.g., scents; air quality; dust); adjusting work schedules (e.g., gradual return to work) and telework arrangements.
- CER also provided on-going support and advice to client ministries in collaboration with HR Service Delivery Division partners to ensure barrier free recruitment through the assessment of bona fide operational requirements.
- Provided support and advice to the Disability Support Strategy (DSS), including revisions to the Health Reassignment Policy to enhance compliance with the Employer's duty to accommodate disabilities. CER also provided ongoing support and advice to DSS, including support to the revised health information program and Employment Accommodation operating policy.

Information and Technology Standards

- Ensured all employees attending IT learning, leadership or staff meetings had the opportunity to provide feedback on accessibility needs.

- All events delivered by LearnIT offer the following accessibility assistance:
    - ❖ Closed captioning or ASL interpreters at large scale events or as per request.
    - ❖ Reserved accessibility seating.
    - ❖ Recharging stations for mobility devices.
    - ❖ Watering stations for working animals.
    - ❖ Large font handouts where requested.
    - ❖ Webcasting services such as Adobe Connect and WebEx.
    - ❖ LearnIT provided accessible customer services through voice and email; and promoted accessibility practices through an internal blog series.

I+IT Strategy & Cyber Security Division Accessibility Commitments

- To increase awareness of employment accommodation directives, policies and plans, all managers completed Integrated Accessibility Standards Regulation (IASR) Employment Standards and the IASR Information and Communications Standards E-Learning modules.
- The LearnIT team ensured event participants had the opportunity to provide feedback on accessibility needs.
- Ensured all managers had accessibility performance commitments.
- Shared managers' accessibility performance commitments with staff.

OPS Diversity Office

Management Review

- Contributed to HROntario's Disability Support Strategy to improve employment accommodation.

Accessibility Best Practices

- Assisted ServiceOntario to establish a video remote interpreting pilot to assess the service for those who use American Sign Language at a customer service counter.

Training

- In partnership with the Centre for Leadership and Learning, launched a new e-course that provided training on the employment standards of the IASR.

Built Environment

MYAP Key Outcome:

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

Measures Taken

Ministry-Wide

- Participated in meetings with Infrastructure Ontario, the Accessibility Directorate of Ontario and the Ministry of Municipal Affairs and Housing to increase awareness of the OPS barrier-free requirements for government facilities.
- Monitored sites to remove barriers in government buildings.
- Performed threat risks assessments in all ministry government buildings.
- The ministry accessibility and the ministry emergency and physical security co-ordinator work together to provide recommendations to remove barriers.

Corporate Services Division

- Ensured branch meetings feature the Accessibility for Ontarians with Disabilities Act, 2005 terminology charts to raise awareness of relevant terms (e.g., "impairment", "barrier").
- Ensured that the Guidelines for Barrier-Free Design of Ontario Facilities about by legislative changes and promoted by OPS DO were used by the ministry and program areas when building or retrofitting facilities leased and owned by the OPS. An example of that is 222 Jarvis location.

Information and Technology Standards

- In alignment with the mandate of the ministry Emergency Evacuation Committee, to ensure legislated requirements in employee evacuation were communicated and supported, individuals were nominated for the roles of "Fire Warden" and "Searchers" to:
- Communicated that employees should identify themselves as requiring accessibility accommodations in the event of an evacuation.
- Supported the development and implementation of individual evacuation plans to meet the accessibility accommodations for identified employees.

I+IT Strategy & Cyber Security Division Accessibility Commitments

- Held branch meetings to feature the AODA terminology charts to raise awareness of terms such as "Impairment" and "Barrier".

- On Monday June 23rd, CSB held a Town Hall, which featured presentations from a person with hearing impairments and a visual impaired person with , in order to help staff better understand how to interact with people with disabilities.

OPS Diversity Office

- Increased awareness of the OPS barrier-free requirements for government facilities by promoting this information in government communications.
- Provided input to Infrastructure Ontario on updates to the Guidelines for Barrier-Free Design of Ontario Facilities brought about by legislative changes.
- The OPS Diversity Office promoted with Accessibility leads and others about the guidelines that were used by ministries and program areas when building, renovating and retrofitting facilities leased and owned by the OPS.

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 throughout the organization.

Measures Taken

Ministry wide

- The Ministry of Government Services (MGS) had appointed a representative to the Disability Advisory Council (DAC). The DAC provided a consumer perspective on implementation of Accessibility for Ontarians with Disabilities Act, 2005 and helped the OPS to be prepared for the integrated accessibility standards under the act.
- The DAC helped to develop of the ability of employees with disabilities to be leaders in the OPS, with a broader goal of supporting a barrier-free Ontario by 2025.
- One of the roles of each ministry DAC representative was to increase leadership and membership capacity in the ministry so that the DAC was able to re-establish itself as a disability employee network in the next 1.5 years. This enhanced capacity was expected to include current or prospective Disability Employee Network members, who worked with their ministry representative to advise and guide the council.
- Consulted with staff through staff meetings on awareness and adopting accessibility requirements and learning to the workplace.
- Established an internal advisory team that would include employees with disabilities.
- Established regular meetings of the internal advisory team and the senior management team to provide ongoing advice.

Corporate Services Division

- The MGS Accessibility and Inclusion lead worked with OPS Diversity Office and other ministries to ensure that accessibility was taken into account when developing training material or other documents that circulated within the OPS or documents that were shared with the public.

Information and Information Technology Community

- I&IT accessibility leads monitored and reported on endeavours that demonstrated leadership in accessibility.

Central Agencies Information and Information Technology Cluster

- Assessed internal and public-facing business applications for AODA compliance; and implemented remediation projects for applications requiring remediation for accessibility compliance.
- In 2014, Central Agencies Cluster completed a current state assessment for all supported applications to identify applications requiring remediation.

Information and Technology Standards

- Divisional Accessibility Leads act as liaisons to the MGS Accessibility Working Group to ensure information exchange and keep senior management informed.

I+IT Strategy & Cyber Security Division Accessibility Commitments

- I+IT accessibility leads continued monitoring & reporting on endeavours that demonstrate leadership in accessibility.

OPS Diversity Office

Consultations

- Supported and consulted with the Disability Advisory Council, an OPS deputy minister-appointed council that included employees with disabilities and/or with expertise on accessibility issues, and consulted with community organizations for people with disabilities on the current and future MYAPs.

Annual Accessibility Plans

- Guided and assisted ministries in developing and publishing their annual accessibility plans for 2013-14.
- Provided, with the assistance of the MGS Accessibility lead, "train-the-trainer" training in December 2013 to Accessibility leads, I&IT help desk staff and MGS communications staff on creating accessible e-mails, Microsoft word documents, PowerPoint and Organizational Charts. This training, which included webinar directions, supports leads in providing training within their own ministries.

Section Two: Report on Proposed Measures for 2015 and 2016

Due to the ministry reorganization, The Section 2 was removed from this report.

MGS will be reporting as part of the two new ministries, Ministry of Government and Consumer Services (MGCS) and Treasury Board Secretariat (TBS).

Commitments for years 2015 and 2016 will be reported in the new Accessibility Plans for MGCS and TBS.

Section Three: Report on Legislative Review

In support of our commitment to improve accessibility for people with disabilities, the Ministry of Government Services reviewed government initiatives, including Acts, regulations, policies, programs, practices and services for the purposes of identifying and removing barriers.

Acts, Regulations and Policies Reviewed

Calendar Year 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 followed a three-pronged strategy that prioritizes the review of high impact legislation including:

- Development of a standardized process and tools for identifying and addressing accessibility barriers.
- By the end of 2014, reviewed of 51 targeted high-impact statutes that meet the following criteria:
  - ❖ Further, the OPS Diversity Office and the Ministry of the Attorney General have developed a co-ordinated approach for further review of government legislation for accessibility barriers.
  - ❖ The government has decided to review these statutes because of anticipated changes in these areas that will have the highest impact on Ontarians with accessibility needs.
  - ❖ In this phase, high-impact statutes with the following criteria are being reviewed:
    - Statutes that affect persons with disabilities directly;
    - Statutes that provide for the delivery of widely applicable services or programs;
    - Statutes that provide benefits or protections; or
    - Statutes that affect a democratic or civic right or duty.
- Reviewed procedural rules, policies and guidelines for select high-impact legislation, where necessary.

Appendix 1 – ServiceOntario Report

Report Back on 2013-14 Accessibility Plan Commitments

Accessibility Standard for Customer Service

- Pilot a Video Remote Interpretation (VRI) service for customers who use American Sign Language as their preferred means of communication.
  - ❖ **Measures taken**: ServiceOntario piloted a VRI service from December 2, 2013 to October 15, 2014 at a ServiceOntario centre in Mississauga. The new technology provided an opportunity to test an online VRI service and determine whether it was an effective way to meet the needs of customers who are deaf and its ability to provide a practical and cost-effective alternative for ServiceOntario.
- Continue ensuring that employees complete the mandatory workplace accessibility training, as well as other training offered through Passport ServiceOntario, a comprehensive list of online tools and resources for new employees to make their introduction to ServiceOntario simple, seamless and personalized.
  - ❖ **Measures taken**: New ServiceOntario staff were required to complete mandatory accessibility training offered through Passport ServiceOntario. All directors confirmed that their staff had completed these courses through the 2014 Accessibility for Ontarians with Disabilities Act (AODA) attestation process. Course completion was recorded by the Centre for Leadership and Learning.
- Continue to conduct annual internal compliance audits under the AODA Customer Service Standard. A random sample of public and private ServiceOntario locations will be spot-checked on required documents and "May I Help You" accessibility training questions for appropriate interaction with customers with disabilities.
  - ❖ **Measures taken:** Each year, the Inclusion Unit establishes a process for a random sample of centres to assess their compliance with the Accessibility Standards for Customer Service as defined under the AODA. This year, 15 per cent of public and private offices were assessed to ensure compliance. All participating centres were reported as being in full compliance with the regulation.
- Continue using customer feedback to identify gaps and areas for improvement, and to foster training initiatives.
  - ❖ **Measures taken:** Customer feedback reports including issues relating to accessibility and inclusion were analyzed on a quarterly basis to identify gaps and areas of improvement. The Inclusion Unit developed an Active

Offer Protocol for centre staff to address gaps in serving customers with disabilities. The protocol guides staff in providing an additional offer of assistance where it is apparent that a customer has a disability or appears to require help. The protocol also allows the opportunity for staff to inform customers of the various ways our services can be made more accessible**.**

- Continue improving customer experience by meeting service standards and ensuring that the customer's voice, including concerns related to accessibility, is central to all service delivery improvement.
  - ❖ **Measures taken:** All inquiries are acknowledged by the Customer Experience Office (CEO) or the appropriate program area in two business days of receipt and answered within 15 business days. Customer feedback reports are also compiled and analyzed by the Inclusion Unit to identify areas for improvement and emerging trends. Applicable areas within the organization are made aware to work towards continuous improvement of our services.

Accessibility Standards for Information and Communication

- Ensure all retail centre collateral follows accessibility and inclusion guidelines
  - ❖ **Measures taken:** All ServiceOntario centres post a notice displaying accessible customer service practices. Examples include: the availability of alternate formats or communication supports; bringing service animals on the premises; accessible feedback processes; and other accommodations related to accessibility.
- Develop and distribute service letter guidelines to ensure consistency and accessibility with all correspondence sent to customers about service delivery.
  - ❖ **Measures taken**: Correspondence sent to customers adheres to the ServiceOntario Language Style Guide for print and online which outlines plain language and other accessibility requirements when developing communication products.
- Continue ensuring that all channels (e.g., online, retail, forms, letters and telephone) reflect language style, brand and accessibility/inclusion guidelines to ensure consistent and accessible customer experience at all touch points.
  - ❖ **Measures Taken**: A language style guide is posted on the ServiceOntario intranet site to ensure consistency and accessibility for customers. The guide provides information on plain language writing and formatting, as well as accessibility requirements for print and online.
- Continue sharing best practices on planning and training tools, online communication, counter service, multi-media presentations, and videos and webinars to meet the needs of customers and staff.
  - ❖ **Measure taken:** Various training modules, videos and presentations with a focus on accessibility and customer service are made available to

staff through the ServiceOntario intranet site and its new Learning Management System, an online tool which centralizes access to training and learning events undertaken by ServiceOntario staff. Documents and signage as required under the Accessibility Standards Regulation are also readily available on our intranet sites for ServiceOntario centre staff.

Accessibility Standards for Employment

- Continue to increase awareness of employment accommodation by sharing communication materials and ensuring that accessible formats and communication supports for employees are available.
    - ❖ **Measure taken:** The Inclusion Unit communicated new requirements under the (spell out) IASR to provide accessible formats and communication supports to ServiceOntario staff along with resources that were developed corporately to help meet those requirements. Staff were reminded of the existing process in place for alternate format requests and advised of the new protocol for sign language interpreter requests. These protocols and forms were also posted on our ServiceOntario intranet site.
- Ensure that accessibility is part of a diverse and inclusive culture and continues to be a focus of the leadership of the organization by including the following commitment in all management performance plans for 2013-14:

    Build organizational capacity through a diverse and inclusive culture, committed leadership and effective communication, while maintaining good working relationships with peers, subordinates, partners, clients and stakeholders.

    - ❖ **Measures taken:** A commitment was published in our ServiceOntario's 2013-16 Inclusion Plan to enhance inclusion-based knowledge and skills through performance plans. To build on this, communication regarding inclusion performance commitments was sent to all management to include in their performance plans for 2014-15.

        The recruitment process for each manager level position was reviewed by the Inclusion Recruitment Committee (IRC) to ensure inclusive practices. The IRC addresses inclusiveness, diversity and transparency in ServiceOntario's manager recruitment process through oversight of proposed formal competitions, direct assignments, and invitations for expressions of interest.

Accessibility Standards for the Built Environment

- Continue reviewing its current spaces in public and private centres to assess physical, visual and auditory barriers to accessibility and make managers more aware of the OPS barrier-free requirements.
  - ❖ **Measures taken:** The Facilities Unit is continuously reviewing the current standards for barrier free spaces using the inclusion lens and ensuring that any updates to the standards are incorporated into the Facilities Service Request form and communicated to all staff.
- Conduct reviews using a barrier-free checklist, including questions on features such as exterior entrances, interior doors and public zone features.
  - ❖ Measures Taken: The barrier-free checklist is part of the guidelines included in the Facilities Service Request form. Once a project begins, the Facilities Unit actively reminds the designer and project manager to ensure the space will be compliant with the checklist.
- Share the reviews' findings and provide recommendations to the locations that need improvement.
  - ❖ **Measures taken:** The Facilities Unit continues to work closely with designers and space planners to ensure that barrier free findings and recommendations are shared with the appropriate program area.

Other Outcomes and Leadership

- Continue to offer a high-quality, influential program through its Diversity Mentoring Partnership Program (DMPP).
  - ❖ **Measures taken**: ServiceOntario's 2013-14 (spell out) DMPP was re-launched in fall 2013 with a total of 80 participants. The overall perception of program participants revealed that the program provided them the opportunity to network with an executive and have meaningful conversations related to their career.
- Help leaders go deeper using current accessibility, diversity and inclusion training resources.
  - ❖ **Measure taken**: A series of manager modules have been refreshed for distribution monthly as learning tools to increase staff understanding of inclusion and accessibility.

    Quarterly teleconferences are now held for managers and directors to deepen awareness and understanding of inclusion and to discuss ways in which inclusive leadership can be demonstrated.

- Ensure that barrier-free processes apply to recruitment.
  - ❖ **Measures taken:** ServiceOntario makes a variety of manager guides available on its intranet site to ensure recruitment processes are barrier

free and support the principles of inclusion, diversity, equity and accessibility

The Inclusion Recruitment Committee (IRC) continues to promote and advance equitable human resource practices at the leadership level in ServiceOntario. The IRC addresses inclusiveness, diversity, and transparency in ServiceOntario's manager recruitment process through oversight of proposed formal competitions, direct assignments, and invitations for expressions of interest.

- Review service level agreements to ensure that accessibility and diversity are appropriately addressed in private service delivery.
  - ❖ **Measures taken:** The service level agreement was reviewed to identify areas where wording related to accessibility could be strengthened. Proposed wording will be incorporated into the operational directives.

Published 2014-15 Accessibility Plan Commitments

Accessibility Standards for Customer Service

- Continue to conduct annual internal audits at ServiceOntario retail office to ensure compliance with the Accessibility Standards for Customer Service under the AODA. A random sample of retail offices will be spot-checked on the availability of required information and staff awareness on the appropriate practices and protocols in place for serving customers with disabilities.
- Continue using customer feedback to identify gaps and identify opportunities to improve staff training initiatives and overall service delivery.
- Continue to ensure that employees complete mandatory and recommended training related to accessibility.

Accessibility Standards for Information and Communication

- Continue to promote the awareness and importance of accessibility to all OPS employees and to demonstrate social responsibility by providing accessible information and services.
- Increase customer satisfaction through accessibility-related projects, as stakeholders will receive improved service through accessibility compliant applications that meet the needs of Ontarians and align with the government's agenda and priorities.
  - Retrofit existing applications to become compliant with WCAG 2.0, Level AA:
  - Service Location Finder mobile.
  - Vision: Status Inquiry website.
  - Newborn Registration website (to be completed next fiscal).
  - Integrated Address Change website (to be completed next fiscal).
- Pending ServiceOntario's IT assessment and capacity, the Service Guarantee Refund and Rate Our Service websites will be retrofitted, if possible, to comply with WCAG 2.0, Level AA.

Accessibility Standards for Built Environment

- Continue to participate in the Accessible Move/Renovation Protocol Working Group discussions. This group was established in 2013 by the OPS Diversity Office and consists of managers, end users, facility directors, accessibility leads and other staff seeking guidance in this area.
- Continue to complete inventories of government spaces and increase awareness of legislative requirements (e.g. the Integrated Accessibility

Standards Regulation, the Building Code Act, 1992 and OPS barrier-free requirements) throughout the organization.

Other Outcomes and Leadership

- Continue to proactively promote an inclusive workplace through regular communications that provide guidance, inspire action and demonstrate successful practices in accessibility through:
  - ❖ Inclusion in Action.
  - ❖ Accessibility@Source materials.
  - ❖ Continue to increase OPS ability to be inclusive diverse and accessible by being responsive and proactive.

NEW Proposed Commitments for 2014-15 Accessibility Plan

Accessibility Standards for Customer Service

- Explore accessibility features in the procurement of any technology for ServiceOntario centres.
- Staff at ServiceOntario centres will continue to actively offer assistance to customers who appear to have a disability, and will ensure that customers with disabilities know what accommodations are available to them.
- Develop a spot check method to measure accessibility compliance at ServiceOntario call centres.
- Accessibility will be integrated into the service design approach, which is a key element of the Strategic Plan Refresh for ServiceOntario. This project will develop a framework to establish service design guidelines, principles and other resources that will embed customer-centricity. This will ensure that accessibility is considered from the outset and will continue throughout the design process.
- Online services will be designed to guide and enhance usability to improve access to government services for persons with disabilities.

Accessibility Standards for Information and Communication

- Continue to remind staff of processes to request alternate formats and communication supports so that requests are met in a timely manner.
- The existing front-end component of ServiceOntario Publications website will be retrofitted to ensure compliance with WCAG 2.0, Level AA.
- Promote ServiceOntario initiatives to create accessible documents at source by providing guidance and develop resources for staff.

Accessibility Standards for Employment

- Ensure recruitment processes are barrier free and support the principles of inclusion, diversity, equity and accessibility.
- Continue to increase staff awareness of employment accommodation directives, policies, plans and best practices.

Accessibility Standards for Built Environment

- Continue reviewing its current spaces in public and private centres to assess physical, visual and auditory barriers to accessibility and make managers more aware of the OPS barrier free requirements.
- Share the review's findings and provide recommendations to the locations that need improvement.

- In partnership with appropriate stakeholders, conduct reviews using a barrier free checklist, including questions on features such as exterior entrances, interior doors and public zone features.
- Work with retail offices to address physical accessibility barriers brought to its attention by customers and work with Infrastructure Ontario to determine possible solutions.
- Include AODA upgrades in facilities projects throughout the year.
- Ensure that staff whose job responsibilities relate to the built environment complete recommended training.

Other Outcomes and Leadership

- Continue to provide staff with educational resources through our internal Learning Management System (LMS) to build awareness in the area of accessibility.
- A series of manager modules have been refreshed for distribution on a monthly basis as learning tools to increase staff understanding of inclusion and accessibility.
- Develop resources to assist staff in creating accessible documents.
- Use the Inclusion Lens in all ServiceOntario projects that are submitted to the Project Management Office to ensure that elements of diversity and inclusion are incorporated into our services.

Acronyms

ADM – Assistant Deputy Minister

AODA – Accessibility for Ontarians with Disabilities Act, 2005

ACOE – Accessibility Centre of Excellence

ASCS - Accessibility Standards for Customer Service Regulation

ASL – American Sign Language

CAC – Central Agencies Cluster

CAO – Chief Administrative Officer

CER - Centre for Employee Relations

CSD – Corporate Services Division

CYSSC – Children, Youth and Social Services Cluster

DAC – Disability Advisory Council

DEEP Conference – Design Enabling Economies and Policies Conference

DM – Deputy Minister

DMO – Deputy Minister's Office

DMC – Deputy Ministers' Council

EA – Employment Accommodation

GO ITS – Government of Ontario Information Technology Services

IASR – Integrated Accessibility Standards Regulation

I&IT – Information and Information Technology

JOIN – Job Opportunity Information Network

MGCS – Ministry of Government and Consumer Services

MGS – Ministry of Government Services

MMAH – Ministry of Municipal Affairs and Housing

MYAP – Multi-Year Accessibility Plan

OCADU – Ontario College of Art and Design University

ODA – Ontarians with Disabilities Act, 2001

OPS – Ontario Public Service

OPS DO – OPS Diversity Office

OSS – Ontario Shared Services

RTW – Return To Work

SAMS – Social Assistance Management System

SCLC – Supply Chain Leadership Council

SCO – Supply Chain Ontario

SO – ServiceOntario

TBS – Treasury Board Secretariat

TTY – Telephone Typewriter or Telecommunication device for the Deaf

VRI – Video Remote Interpreting

WCAG – Web Content Accessibility Guidelines

Links

Public Links

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

[Ontarians with Disabilities Act, 2001](#) (ODA),

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

[Integrated Accessibility Standards Regulation](#) (IASR).

[Accessibility Standards for Customer Service](#)

[Ontario Accessibility Website](#)

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

[Web Content Accessibility Guidelines](#) (WCAG)

OPS Intranet:

[Training material](#) for developing websites and online information

[Accessibility@Source](#) List of tools to assist you with AODA and IASR

Contact Us

Comms Branch – Please confirm that the contact information is accurate. Thank you!

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

General inquiries: 416-326-8555

TTY number: 416-325-3408

Toll-free number: 1-800-889-9768

Email: InfoTBS@TBS.gov.on.ca

Ministry website address: Government Services

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 free upon request from:

ServiceOntario Publications

Phone: 1-800-668-9938

TTY: 1-800-268-7095

Ce document est disponible en français.