



**Ministry of Economic Development, Trade
and Employment**

and

Ministry of Research and Innovation

2013 - 14

Accessibility Plan

2013 – 14 Accessibility Plan

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2013 - 14 Accessibility Plan

Introduction

For over ten years, every ministry has set a course to prevent, identify and remove barriers for persons with disabilities. Ministries achieve this through the preparation of their annual Accessibility Plan (Plan) as required under the [Ontarians with Disabilities Act, 2001 \(ODA\)](#).

The [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) established Ontario's roadmap to become accessible by 2025. It includes standards in areas such as: customer service, information and communications, employment, transportation and the built environment. In 2010 the then Ministry of Economic Development and Trade (now Ministry of Economic Development, Trade and Employment / Ministry of Research and Innovation) complied with the requirements of the first standard on [customer service](#). In 2011, ministries began to meet the requirements of the other four standards found in the [Integrated Accessibility Standards Regulation \(IASR\)](#).

On January 1, 2012, the Ontario Public Service (OPS) published a single [Multi-Year Accessibility Plan \(MYAP\)](#). The MYAP included the following commitment:

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

This Plan will build on these laws and the MYAP. It will outline how the Ministry of Economic Development, Trade and Employment / Ministry of Research and Innovation (MEDTE/MRI) will contribute to a barrier-free Ontario by 2025.

This plan also describes how the Accessibility Directorate of Ontario (ADO) is contributing to make Ontario barrier-free by 2025. ADO became a part of MEDTE in February 2013. Through ADO, the ministry works with the disability, private and public sectors in the interest of promoting accessibility for all.

To access this and other ministries' 2013 – 14 Accessibility Plans, visit [Ontario.ca](#).

The following is a list of the commitments made in last year's Plan and the measures taken.

Section One: Reporting on 2012 - 13 Accessibility Plan

2012 – 13 Commitments for Customer Service	Measures Taken
<p>1) The Ministry will continue to ensure it has policies, practices and procedures on providing goods or services to people with disabilities and use reasonable efforts to ensure these policies are consistent with the principles of independence, dignity, integration and equality of opportunity.</p> <ul style="list-style-type: none"> • Continue to adhere to the OPS Accessible Customer Service Policy - which is consistent with the principles of independence, dignity, integration and equality of opportunity - and communicate this Policy to staff. • Continue to review, develop and amend its practices and procedures to ensure ongoing compliance with O. Reg. 429/07 and the OPS Accessible Customer Service Policy. • Monitor for changes to the Regulation and the OPS Accessible Customer Service Policy and ensure its practices and procedures is updated to reflect these changes and ensure staff is appropriately informed through communications and updates to our internet and intranet sites. Updates to the staff internet and intranet sites will be made regularly as new information becomes available. <p>2) The Ministry will continue to ensure its policies will address the use of assistive devices by people with disabilities to access our services, or any available alternative measures that enable them to do so.</p> <ul style="list-style-type: none"> • The use of assistive devices by people with disabilities to access our services is fully addressed by the OPS Accessible Customer Service Policy, which the ministry will continue to adopt. • Continue to provide training to designated staff and their back-ups on the use of ministry assistive devices and provided general information on 	<p>1) In 2012-13 the Ministry continued to adopt the OPS Accessible Customer Service (ACS) Policy consistent with the principles of independence, dignity, integration and equality of opportunity. The policy was communicated to staff through intranet updates and trainings.</p> <ul style="list-style-type: none"> • Reported ministry's ongoing compliance with the Accessibility Standards for Customer Service (ASCS), O.Reg. 429/07 and the new Integrated Accessibility Standards Regulation (IASR), O. Reg. 191/11 by completing the 2012 Accessibility for Ontarians with Disabilities Compliance Checklist as part of the 2012-13 Certificate of Assurance process, administered by the Office of the Provincial Controller. The OPS compliance report was submitted to the Accessibility Directorate of Ontario to report back that the Ontario government was in compliance with the implementation of the AODA. • Monitored for changes to the Accessibility Standards for Customer Service (ASCS), O.Reg. 429/07 and the OPS Accessible Customer Service Policy and ensured staff was appropriately informed through communications and updates to our websites. Updates to the websites were made regularly as new information became available. • An "Accessibility" button continues to be a footer on the ministry internet and intranet sites to communicate the ACS Policy and provide instructions for enhanced accessibility offerings on all ministry websites. <p>2) The ministry continued to ensure its policies addressed the use of assistive devices by people with disabilities to access our services, or any available alternative measures that enable them to do so.</p> <ul style="list-style-type: none"> • The use of assistive devices by people with disabilities to access our services was fully

2012 – 13 Commitments for Customer Service	Measures Taken
<p>assistive devices to all staff through in-house training sessions. The ministry plans to conduct refresher training to managers and new employees.</p> <p>3) The Ministry will continue to ensure that our policies, practices and procedures require our organization to take a person’s disability into account when communicating with the person.</p> <ul style="list-style-type: none"> • The requirement to take into account a person’s disability when communicating with the person will continue to be covered by the OPS Accessible Customer Service Policy, which the ministry has adhered to. • The Ministry will continue to encourage new staff to take on-line OPS courses as part of the employee orientation site. <p>4) The Ministry will continue to welcome people with disabilities with their service animals on the parts of our premises that are open to the public or other third parties, except where the animal was excluded by law, and include this commitment in our policies, practices and procedures.</p> <ul style="list-style-type: none"> • The requirement to permit service animals on our premises and include this commitment in our policies, practices and procedures is covered by the OPS Accessible Customer Service Policy, which the ministry has adopted. • The Ministry will continue to collect feedback through meeting evaluations and analyze feedback received to identify concerns. • If a service animal is excluded by law from our premises, the ministry will continue to ensure alternate measures are available to enable the person to access the ministry’s services. • There are no areas within the ministry where service animals are excluded by law; however, staff will continue to be offered information on how to resolve any conflicts of rights or interest, i.e. phobias, allergies, etc. <p>5) The Ministry will continue to make information about its feedback process readily available to</p>	<p>addressed by the OPS Accessible Customer Service Policy which the ministry has adopted into its policies and practices.</p> <ul style="list-style-type: none"> • The Ministry continued to provide training to designated staff and their back-ups on the use of ministry assistive devices and provided general information on assistive devices to all staff through intranet updates. Refresher training on assistive devices took place in March and June 2013. <p>3) The Ministry continued to ensure that our policies, practices and procedures required our organization to take a person’s disability into account when communicating with the person.</p> <ul style="list-style-type: none"> • Managers received training to encourage new staff to take on-line OPS courses as part of the employee orientation and as found on the MyOPS Intranet sites. Managers and Directors received in-house training on the legislative requirements under the AODA in May 2013. <p>4) The Ministry continued to receive people with disabilities accompanied with service animals on the parts of our premises that are open to the public or other third parties, except where the animal was excluded by law, and included this commitment in our policies, practices and procedures.</p> <ul style="list-style-type: none"> • If a service animal was excluded by law from our premises, the ministry would continue to ensure alternate measures were available to enable the person to access the ministry’s services. There are no areas within the ministry where service animals are excluded by law; however, staff continues to be offered information on how to resolve any conflicts of rights or interest, i.e. phobias, allergies, etc. • Continued to collect feedback through meeting evaluations and analyzed feedback received to identify concerns. To date no concerns have been received that would result in a change to the process. <p>5) The ministry continued to make information about its feedback process readily available to the</p>

2012 – 13 Commitments for Customer Service	Measures Taken
<p>the public, including how feedback may be provided (e.g. in person, by telephone, in writing, by email or otherwise).</p> <ul style="list-style-type: none"> • The Ministry will continue to ensure that feedback is monitored through communications through multiple channels and advertise the availability of this process through a general inquiry line, a TTY line, in-person and through a dedicated e-mail address. The ministry continues to advertise the availability of this process through its website. • The Ministry will review the existing feedback process and incorporate more efficient tracking and response mechanisms for accessibility related feedback; • 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; • Encourage meeting organizers to solicit feedback on the accessibility of their meetings. <p>6) The Ministry will continue to ensure individuals designated under O. Reg. 429/07 as “obligated” staff are trained on providing goods or services to people with disabilities, including: a) every person who deals with the public or other third parties on behalf of the organization; and b) every person who participated in developing the organization’s policies, practices and procedures on providing goods or services.</p> <ul style="list-style-type: none"> • Training curriculum includes information on the organization’s current policies, practices and procedures, as required under the Customer Service Standard, and all of the topics listed in section 6 (2) of the standard. • Continue to ensure that the training includes current policies, practices and procedures required under O. Reg. 429/07 and all topics listed in section 6 (2) of the Standard. • Continue to raise awareness through different ministry venues, including: information sessions, the Lunch and Learn series and staff intranet site. 	<p>public, including how feedback may be provided (e.g. in person, by telephone (including TTY), in writing, by email, on diskette or otherwise).</p> <ul style="list-style-type: none"> • Continued to ensure that feedback was monitored by staff in the Communications Branch through multiple channels and advertised the availability of this process through a general inquiry line, a TTY line, in-person and through a dedicated e-mail address. The availability of the feedback process is advertised through our ministry website. • The ministry is using the ADO’s well established mechanisms and dedicated teams to receive and respond to inquiries about the AODA and its regulations. The system includes multiple channels including the ServiceOntario AODA contact centre that handles general inquires, an ADO help desk to handle more complex calls, a TTY line, and dedicated email addresses. • Assessed and responded to accessibility-related feedback, received through all channels, as required. <p>6) The ministry continued to ensure individuals designated under the Accessibility Standards for Customer Service Regulation as “obligated” staff were trained on providing goods or services to people with disabilities, including: a) every person who deals with the public or other third parties on behalf of your organization; and b) every person who participated in developing their organization’s policies, practices and procedures on providing goods or services.</p> <ul style="list-style-type: none"> • Tracked attendance for accessibility training courses including: “Working Together - The OHRC and the AODA (video)”, “The Integrated Accessibility Standards Regulation (IASR) in the OPS”, “Diversity – Differences Matter: Diversity Foundations”, “May I Help You? Welcoming Customers with Disabilities” and “May I Help You? Supplementary: Ten Things You Need to Know About Accessible Customer Service”. • Confirmed compliance with training requirements under the IASR by completing the mandatory e-

2012 – 13 Commitments for Customer Service	Measures Taken
<ul style="list-style-type: none"> • New staff will continue to be advised of the ministry’s training requirements and encouraged to complete a review of the materials and the e-learning courses within the first 30 days of employment. A Verification of Training Certificate will be used to document compliance and this Certificate will be maintained on file. • Continue to assess training and compliance requirements under O. Reg. 429/07 and monitor for changes to the OPS Accessible Customer Service Policy and amend its training strategy and curriculum, as appropriate. • Maintain records of mandatory staff training requirement including the “May I Help You? Welcoming Customers with Disabilities” and “May I Help You? in addition to any new mandatory training that may be developed. <p>7) The Ministry will continue to post notices at conspicuous places on our premises, on our website, and by another reasonable method, that the documents required by the Customer Service Standard are available upon request. Additionally, we will provide an alternate format upon request that takes a person’s disability into account.</p> <ul style="list-style-type: none"> • The requirement to post a notice about the availability of the documents required by the Customer Service Standard is covered by the OPS Accessible Customer Service Policy, which the ministry adheres to. • Continue to assess training and compliance requirements under O. Reg. 429/07 and monitor for changes to the OPS Accessible Customer Service Policy and amend its training strategy and curriculum, as appropriate. • Continue to comply with the guidelines and procedures for meeting public requests for publications in accessible formats. • Continue to post Notices of Service Disruptions in a timely manner, consistent with regulatory requirements. <p>8) Accessibility Directorate of Ontario (ADO) will</p>	<p>learning courses on the Integrated Accessibility Standards Training and the Ontario Human Rights Code for all staff.</p> <ul style="list-style-type: none"> • Continued to raise awareness through different ministry channels, including: email communications, the ministry intranet site, general awareness training sessions, Train-the-Trainer session and TTY training for staff. • Managers were provided training on the requirement to encourage new staff to complete a review of the materials and the e-learning courses within the first 30 days of employment. A Verification of Training Certificate is used to document compliance and this Certificate is maintained on file by managers. • Managers and Directors received in-house training on the legislative requirements under the AODA in May 2013. • Ensured that the training included current policies, practices and procedures required under O. Reg. 429/07 and all topics listed in section 6 (2) of the Standard. • Continued to assess training and compliance requirements under O. Reg. 429/07 and monitored for changes to the OPS Accessible Customer Service Policy and amended its training strategy and curriculum, as appropriate. <p>7) The ministry continued to make information available about the requirement to post notices at conspicuous places on our premises, on our website, and by another reasonable method through regular website updates. Documents required by the Customer Service Standard are available upon request. Additionally, we provided those documents in a format that took a person’s disability into account as requested.</p> <ul style="list-style-type: none"> • The requirement to post a notice about the availability of the documents required by the Customer Service Standard was covered by the OPS Accessible Customer Service Policy, which the ministry adopted. • Continued to assess training and compliance

2012 – 13 Commitments for Customer Service	Measures Taken
<p>develop outreach opportunities to try and help private sector organizations comply with the AODA reporting requirements.</p>	<p>requirements under O. Reg. 429/07 and monitored for changes to the OPS Accessible Customer Service Policy and amended its training strategy and curriculum, as appropriate.</p> <ul style="list-style-type: none"> • Continued to comply with the guidelines and procedures for meeting public requests for publications in accessible formats. • Continued to post Notices of Service Disruptions in a timely manner, consistent with regulatory and policy requirements. <p>8) Throughout 2012, the ADO took a hands-on approach to helping organizations comply with the Accessibility Standards for Customer Service under AODA.</p> <ul style="list-style-type: none"> • Proactively contacted obligated organizations via email, direct mail (using inserts in Ministry of Finance mailings), and phone calls to remind them to submit their compliance reports on the Accessibility Standards for Customer Service by the December 31, 2012 reporting deadline. • To help ensure organizations receive timely communications, the ADO and ServiceOntario fully integrated the Accessibility Compliance Reporting System with the Ontario Government Business Directory. The directory holds information about Ontario businesses that already have relationships with the government. • The ADO regularly seeks outreach opportunities to help obligated organizations comply with the AODA reporting requirements. The ADO facilitated 74 speaking engagements; exhibited at 61 conferences; and hosted or participated in several webinars with public and private sector audiences. • In summer 2012, the ADO hired 4 post-secondary students to raise awareness about accessibility and the AODA. The students travelled to 28 community outdoor festivals and events throughout Southwestern and Eastern Ontario. They engaged visitors and handed out educational information and resources on accessibility

2012 – 13 Commitments for Customer Service	Measures Taken
	<p>standards to thousands of local citizens.</p> <ul style="list-style-type: none"> • The ADO continues to work with leading umbrella organizations and not-for-profit associations to help connect with businesses and organizations all over Ontario.

2012-13 Commitments for Information and Communications	Measures Taken
<p>In 2012-13 and beyond, the ministry will ensure that:</p> <ul style="list-style-type: none"> • It will continue to embed accessibility into all areas of planning, including Results-based Planning, Contingency Planning, Emergency Planning. Planning will take the varied needs of people with disabilities into account at all levels of planning and response activities. • Planning leads continued to be encouraged to embed accessibility into their planning process. The OPS Inclusion Lens (which considers accessibility) will be shared with staff and incorporated into ministry planning processes. The ministry will continue to incorporate recommendations and advice from the Emergency Preparedness Guide for People with Disabilities/Special Needs into updates of The Ministry's Continuity of Operations Plan. • It will raise awareness of people with disabilities of what they can do to prepare for their own safety and survival during times of evacuation through in-house fire warden training offered annually. • It will upgrade its emergency management intranet site to include more information on emergency planning for employees with disabilities/special needs. • It provides and arranges for the provision of accessible formats and communications supports, upon request. <ul style="list-style-type: none"> ○ If an alternate format is requested, it will be provided at a cost that is no more than the regular cost charged to other persons. • It notifies the public about the availability of 	<ul style="list-style-type: none"> • The ministry continued to embed accessibility into all areas of planning, including Results-based Planning, Contingency Planning, and Emergency Planning. Planning took the varied needs of people with disabilities into account at all levels of planning and response activities. • Planning leads continued to be encouraged to embed accessibility into their planning process. The ministry continued to incorporate recommendations and advice from the Emergency Preparedness Guide for People with Disabilities/Special Needs into updates of The Ministry's Continuity of Operations Plan. • The ministry raised awareness of people with disabilities of what they can do to prepare for their own safety and survival during times of evacuation through in-house fire warden training offered bi-annually (January and August). • The emergency management intranet site was updated to include more information on emergency planning for employees with disabilities/special needs. • Increased staff awareness of communicating and offering information in alternate formats to ensure all documents met the accessibility requirements. Provided one-on-one guidance to staff on how to meet the standards and guidelines when requested. • Information technology services continued to be monitored for possible accessibility issues and solutions were provided as soon as practicable. <ul style="list-style-type: none"> ○ The Ministry continued to work with the Government Services Cluster to look for

2012 – 13 Commitments for Information and Communications	Measures Taken
<p>accessible formats and communications supports.</p> <ul style="list-style-type: none"> • It continues to educate staff on creating accessible documents and information. • Information technology services will continue to be monitored for possible accessibility issues and solutions will be provided as soon as practicable. <ul style="list-style-type: none"> ○ The Ministry will continue to work with the Government Services Cluster to look for future opportunities to leverage resources to ensure that the ministry is made aware of any new technologies, and that appropriate information technology solutions are provided as required. (on-going) • The Teletypewriter (TTY) line at the ministry main reception desk will continue to be monitored to ensure suitable performance. <ul style="list-style-type: none"> ○ All new reception staff will receive TTY training, with refresher training for existing staff being provided as required. • TTY calls received will continue to have the same high level of service quality as all ministry telephone calls. • It will continue to promote the use of accessible communication practices through training through the intranet site for staff. Practices encourage the use of accessible formats and the importance of constant monitoring to ensure accessibility. • It continues to monitor opportunities to increase the use of plain language in new documents designed for use by the public and continue to inform staff so they are aware of the importance of using plain language. • It is prepared to provide emergency procedures, plans or public safety information in an accessible format or with communication supports. Documents include: <ul style="list-style-type: none"> ▪ Emergency Handbook; ▪ 2012 Accessibility Guide; ▪ Emergency Evacuation Plan; ▪ Emergency Evacuation Form; and 	<p>future opportunities to leverage resources to ensure that the ministry is made aware of any new technologies, and that appropriate information technology solutions are provided as required. (on-going)</p> <ul style="list-style-type: none"> • The Teletypewriter (TTY) line at the ministry main reception desk continued to be monitored to ensure suitable performance – all new reception staff received TTY training, and refresher training for existing staff was provided as required. • Promoted to staff, through the intranet site, the use of accessible communications for the public. Our practices encourage the use of accessible formats and importance of constant monitoring to meet the accessibility requirements for information and communication. • Increased the use of plain language in new documents designed for use by the public and divisions and continued to inform staff so they are aware of the importance of using plain language which is a WCAG 2.0. Level AA requirement. • The ministry is prepared to provide emergency procedures, plans or public safety information in an accessible format or with communication supports. Documents include: <ul style="list-style-type: none"> ▪ Emergency Handbook; ▪ 2012 Accessibility Guide; ▪ Emergency Evacuation Plan; ▪ Emergency Evacuation Form; and ▪ Emergency Management of Ontario Emergency Preparedness Guide for people with special needs/disabilities. • Any information about emergency procedures, plans or public safety that it prepared continues to be made available to the public upon request in an accessible format or with appropriate communication supports, as soon as practicable. The ministry did not receive any request in the reporting period.

2012 – 13 Commitments for Information and Communications	Measures Taken
<ul style="list-style-type: none"> ▪ Emergency Management of Ontario Emergency Preparedness Guide for people with special needs/disabilities. • Any information about emergency procedures, plans or public safety that it prepared continues to be made available to the public upon request in an accessible format or with appropriate communication supports, as soon as practicable. • It continues to identify areas for improvement in current communication and information products by monitoring feedback and taking appropriate action. • It continues to be compliant with the January 1, 2012 IASR requirements that all new Internet and Intranet websites and the content on those sites must 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). <ul style="list-style-type: none"> ○ The government is scheduled to launch a new Internet site in December 2012. Most ministry content will become part of the site in December 2012. The site will be compliant with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA upon launch. ○ The ministry Web Coordinator will continue to attend monthly Web Coordinators Committee meetings led by eGov to demonstrate leadership in web accessibility. • ADO will partner with the Global Alliance on Accessible Technologies and Environments to develop resources related to the accessibility standards for Information and Communications. 	<ul style="list-style-type: none"> • The ministry continues to identify areas for improvement in current communication and information products by monitoring feedback and taking appropriate action. Ministry has a dedicated resource for remediation of materials that are posted on websites. • The government has launched a new Internet site, and most MEDTE and MRI ministry content has become part of this site since June 2013. The site is compliant with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. • The ministry Web Coordinator has continued to attend Web Coordinators Council meetings led by Government Services to demonstrate leadership in web accessibility. • Global Alliance on Accessible Technologies and Environments (GAATES) created user-friendly guides to assist organizations and web developers understand their accessible website requirements under the Information and Communications Standard. GAATES also developed a searchable database of vendors that help organizations provide accessible formats and communication supports for people with disabilities. • A web portal, www.AccessForward.ca, was created to help organizations meet the requirements to train their employees about the Integrated Accessibility Standards Regulation through a partnership project with Curriculum Services Canada. • Along with the Ontario Human Rights Commission, the ADO launched a 5-part e-learning video titled “Working Together: The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, for the public, private and not-for-profit sectors.

2012 – 13 Commitments for Employment	Measures Taken
1) The ministry is prepared to provide emergency	1) The ministry is prepared to provide emergency

2012 – 13 Commitments for Employment	Measures Taken
<p>procedures, plans or public safety information in an accessible format or with communication supports as required.</p> <ul style="list-style-type: none"> • The ministry received no requests for emergency procedures, plans or public safety information in an accessible format or with communication supports, but monitoring situation for ongoing compliance. <ul style="list-style-type: none"> ○ Documents include: <ul style="list-style-type: none"> ▪ Emergency Handbook; ▪ 2012 Accessibility Guide; ▪ Emergency Evacuation Plan; ▪ Emergency Evacuation Form; and ▪ Emergency Management of Ontario Emergency Preparedness Guide for people with special needs/disabilities. <p>2) The ministry will prepare and document individualized workplace emergency response information for employees with disabilities.</p> <ul style="list-style-type: none"> • The ministry has a standardized documentation process in place to comply with the requirements under the IASR. • Managers educate new employees on emergency evacuation procedures on their first day on the job. If the employee self-identifies as a person with a disability, then the manager and employee will work through the individualized workplace emergency response plan for employees with disabilities. • Once the individualized workplace emergency response plan for employees with disabilities is complete, managers will complete and submit a standard form to the local property manager for inclusion into the local building fire plan. This will ensure fire fighters are aware a person with a disability who requires assistance to evacuate is in the building. • Managers provide employees with disabilities an Emergency Preparedness Guide as well as a Building Emergency Handbook. Both documents can be provided in accessible formats, as requested. 	<p>procedures, plans or public safety information in an accessible format or with communication supports as required.</p> <ul style="list-style-type: none"> • The ministry received no requests for emergency procedures, plans or public safety information in an accessible format or with communication supports, but monitoring situation for ongoing compliance. <p>2) The ministry prepared and documented individualized workplace emergency response information for employees with disabilities following the standardized process in place.</p> <ul style="list-style-type: none"> • Held semi-annual fire warden training sessions in January and August 2013. During the training sessions, emergency and evacuation planning for employees with disabilities/special needs was discussed. <p>3) The ministry continued to ensure ongoing compliance with the IASR:</p> <ul style="list-style-type: none"> • In January 2013, the MEDTE/MRI SHRBU hosted an HR Open House for all staff and through this event cross-promoted OPS policies, programs, tools and resources – including those that support inclusion and barrier-free employment - and posted all open house materials on our staff intranet site, i.e. OPS Inclusion Lens, Executive Recruitment Lens, and Inclusion & Accessibility Performance Commitments, etc. • The MEDTE/MRI Corporate Services Division continued to maintain web pages on staff intranet site dedicated to accessibility, diversity and inclusion. • The MEDTE/MRI Diversity & Inclusion Committee continued to publish a monthly e-newsletter dedicated to accessibility, diversity and inclusion. <p>4) In 2012-13 ADO developed tools and resources to help employers comply with the employment standard regulation. In partnership with the ADO:</p> <ul style="list-style-type: none"> • the Conference Board of Canada developed a practical toolkit for employers to help them comply

2012 – 13 Commitments for Employment	Measures Taken
<p>3) The ministry will continue to adopt and abide by the mandatory policies and practices developed by Human Resources (HR) Ontario that apply to all Ontario government ministries.</p> <p>4) ADO will work in partnership with the Conference Board of Canada and the Human Resources Professionals Association to develop tools and resources to help employers comply with the employment standard regulation.</p>	<p>with the Accessibility Standards for Employment under the Integrated Accessibility Standards Regulation (IASR). The toolkit was organized around the different phases of employment such as recruiting, accommodating and retaining employees as well as helping them return to work. It was tailored to meet the needs of small, medium, and large employers.</p> <ul style="list-style-type: none"> the Human Resources Professionals Association produced a series of educational videos to help Ontario employers meet the Accessibility Standard for Employment under the Integrated Accessibility Standards Regulation. The videos explain the key accessibility principles that are relevant to each of the Employment requirements. They also provide HR professionals and managers with best-practice examples of approaches to take when recruiting, accommodating, and redeploying employees who have disabilities.

2012 – 13 Commitments for Transportation	Measures Taken
Not applicable to MEDTE/MRI.	

2012 – 13 Commitments for Built Environment	Measures Taken
<p>1) The Ministry will continue to ensure that all newly built or renovated spaces will meet or exceed the Ontario Building Code and ORC Standards for Barrier-free Design of Ontario Government Facilities (2006).</p> <ul style="list-style-type: none"> Further review will be undertaken once the new AODA Built Environment Standard comes into force. The Ministry will continue to assess opportunities to remove physical barriers in areas that are not scheduled for renovation as they arise. <p>2) The Ministry's Facilities Manager will continue to participate in the OPS Office Space Standard committee through the Facility Directors' Council to provide leadership on developing innovative</p>	<p>1) On an ongoing basis, the ministry reviewed facilities, policies and practices in order to identify and remove (or prevent) barriers to employment and ensure every employee is able to achieve their full potential. All newly built or renovated spaces have met or exceeded the Infrastructure Ontario (IO) Guidelines for Barrier-free Design of Ontario Government Facilities (2012). These guidelines meet and in some cases exceed the barrier-free design requirements of the Ontario Building Code 2012.</p> <ul style="list-style-type: none"> On an ongoing basis, the ministry reviewed its facilities, policies and practices to identify and remove (or prevent the creation of new) architectural barriers for employees and

2012 – 13 Commitments for Built Environment	Measures Taken
<p>and progressive ways to accommodate individuals with different disabilities.</p> <ul style="list-style-type: none"> The committee will work on finalizing developing guidelines on adjustable work spaces for all new builds in the OPS that align with the principles of universal design. 	<p>customers.</p> <ul style="list-style-type: none"> The ministry continued to ensure, where feasible, that all ministry locations were accessible to staff, clients and the public. The Service Management and Facilities Branch continued to review this issue on an ongoing basis. Continued to monitor the implementation of the AODA Design of Public Spaces standards and updates to the 2006 barrier-free design requirements in the Ontario Building Code, which will be reflected in the OPS Guidelines for Barrier-free Design of Ontario Government Facilities 2012. All workspaces were designed and equipped to accommodate employees with a wide range of disabilities and/or functional limitations – this was and is an ongoing practice and priority in the ministry. <p>2) The ministry Facilities Manager participated in the OPS Office Space Standard committee through the Facility leadership on developing innovative and progressive ways to accommodate individuals with different disabilities.</p> <ul style="list-style-type: none"> The committee has worked on developing guidelines on adjustable work spaces for new builds that align with the principles of universal design.

2012 – 13 Commitments for Procurement	Measures Taken
<p>In 2012-13 and beyond, the Ministry of Economic Development, Trade and Employment / Ministry of Research and Innovation will continue to:</p> <ul style="list-style-type: none"> be committed to integrating accessibility considerations into our procurement processes. We will continue to ask potential suppliers to tell us about the accessible options they offer. We continue to include accessibility considerations in our evaluation criteria. 	<ul style="list-style-type: none"> Accessibility requirements have been incorporated into the ministry's Request for Proposals processes. The ministry continued to incorporate accessibility into procurement practices by requiring potential suppliers to demonstrate accessible options, where applicable, and by including accessibility in evaluation criteria where applicable. The ministry continued to ensure that staff are

2012 – 13 Commitments for Procurement	Measures Taken
<ul style="list-style-type: none"> • incorporate accessibility requirements into the ministry Request for Proposals process and all new contracts where appropriate. • incorporate accessibility into procurement practices and continue to include AODA compliance requirements as part of procurement training. • incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable. <ul style="list-style-type: none"> ○ If the ministry determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, the ministry shall provide upon request, an explanation. • update the intranet site with information and resource materials on accessible procurement as it becomes available. • provide procurement training that will include ODA compliance requirements. • to encourage business areas to use the guidelines, checklist and templates developed by the Supply Chain Management Division of MGS to meet accessibility obligations in procurement. 	<p>aware of the procurement requirements under the Ontarians with Disabilities Act, 2001, and Accessibility for Ontarians with Disabilities Act and Integrated Accessibility Standards Regulation, through the ministry's intranet site.</p> <ul style="list-style-type: none"> • Information and resource materials on accessible procurement were posted on the ministry intranet site for all staff to access. • The ministry continued to include ODA and AODA compliance requirements as part of procurement training (e.g., in class sessions, online documents). • The ministry intranet site has links to the Supply Chain Management Division website and includes these resource materials to give staff easy access to guidelines, checklists and templates developed by Supply Chain Management Division to meet accessibility obligations in procurement. The • Business Planning and Finance Branch of the ministry provides guidance to business areas on a needs basis to incorporate accessibility into the development of procurements needs. • In 2012-13, the ADO made sure that all 2012-13 EnAbling Change Program grants project deliverables proposed and achieved were compliant with accessibility requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and guidelines developed by the Web Accessibility Initiative of the W3C.

Other 2012 – 13 Commitments	Measures Taken
<p>1) In 2012-13, the Ministry of Economic Development, Trade and Employment / Ministry of Research and Innovation will:</p> <ul style="list-style-type: none"> • Continue to promote, track and report on the e-learning courses: May I Help You – Welcoming Customers with Disabilities and May I Help You – Supplementary: Ten Things You Need to Know About Accessible Customer Service. • Continue to ensure new staff complete mandatory accessibility training as soon as practicable. 	<p>1) In 2012-13, the Ministry of Economic Development, Trade and Employment / Ministry of Research and Innovation continued to ensure individuals designated under O. Reg. 429/07 as “obligated” staff were trained on providing goods or services to people with disabilities, including:</p> <p>a) every person who deals with the public or other third parties on behalf of your organization; and b) every person who participated in developing their organization’s policies, practices</p>

Other 2012 - 13 Commitments	Measures Taken
<ul style="list-style-type: none"> • Continue to promote and provide refresher training for all staff members. • Continue to enhance managers' awareness of ODA/AODA to improve ability to accommodate public/staff with disabilities. • Continue to monitor, track and report on attendance at mandatory sessions that managers and staff will be enrolled in. • Disseminate communications to staff regarding the additional accessibility training on the IASR as it is made available by the Ministry of Government Services. • Ensure training is taken by staff, volunteers, service providers, and others involved in developing OPS policies on: <ul style="list-style-type: none"> ○ The requirements in the Integrated Accessibility Standards Regulation (IASR); and ○ The Human Rights Code as it relates to people with disabilities. • Encourage staff to take the IASR training developed by the Ministry of Government Services as soon as practicable and include commitments to complete the necessary training in the learning and development plans. • Ensure staff keep a record of training including the dates the training was provided. <p>2) In addition to the activities outlined above, in 2012-2013 and beyond the Ministry of Economic Development, Trade and Employment / Ministry of Research and Innovation will undertake the following activities:</p> <ul style="list-style-type: none"> • Support any new corporate initiatives introduced during the year. • The ministry Accessibility Lead will continue to actively be involved in the OPS Accessibility Forum to discuss accessibility-related matters and work together to address issues of collective interest; to share information, experiences and best practices; and establish and enhance key partnerships and relationships among ministries, central agencies and with other enterprise 	<p>and procedures on providing goods or services.</p> <ul style="list-style-type: none"> • Continued to promote, track and report on the e-learning courses: May I Help You – Welcoming Customers with Disabilities and May I Help You – Supplementary: Ten Things You Need to Know About Accessible Customer Service. • Continued to ensure new staff complete mandatory accessibility training within the first 30 days of employment / on the job. • Continued to enhance managers' awareness of ODA/AODA to improve ability to accommodate public/staff with disabilities. Refresher training was delivered to all managers and directors as a ministry best practice in May 2013. • Continued to monitor, track and report on attendance at mandatory sessions that managers and staff were enrolled in. • Directed managers to provide mandatory training to staff, volunteers, service providers, and others involved in developing OPS policies on: <ul style="list-style-type: none"> ○ The requirements in the Integrated Accessibility Standards Regulation (IASR); and ○ The Human Rights Code as it relates to people with disabilities. • Encouraged staff to take the IASR training developed by the Ministry of Government Services as soon as practicable and included commitments to complete the necessary training in the learning and development plans. • Ensured staff keep a record of training including the dates the training was provided. <p>2) In addition to the activities outlined above, in 2012-2013 and beyond the Ministry of Economic Development, Trade and Employment / Ministry of Research and Innovation undertook the following activities:</p> <ul style="list-style-type: none"> • Supported any new corporate accessibility initiatives introduced during the year. • The ministry Accessibility Lead continued to be actively involved in the OPS Accessibility Forum to discuss accessibility-related matters and work

Other 2012 – 13 Commitments	Measures Taken
<p>partners.</p> <ul style="list-style-type: none"> • The Chief Administrative Officer / Assistant Deputy Minister of Corporate Services will continue to provide senior management leadership on the OPS Accessibility Leadership Council <ul style="list-style-type: none"> ○ The council is made up of ADM level representatives who provide guidance on embedding accessibility into organizational culture, and strategies related to communications and engagement, integration and sustainability, legislative compliance, and recognition. 	<p>together to address issues of collective interest; to share information, experiences and best practices; and establish and enhance key partnerships and relationships among ministries, central agencies and with other enterprise partners.</p> <p>3) The ADO successfully worked with ParaSport Ontario on an EnAbling Change Program Partnership to produce a research report outlining the awareness and understanding of ParaSports in the education system and a plan to increase awareness of ParaSports in schools.</p>

Section Two: Report on Measures Planned for 2013 - 14

Last year, the OPS published a [Multi-Year Accessibility Plan \(MYAP\)](#) that outlines how the government will identify, prevent and remove barriers for persons with disabilities. In this section, although we highlight the deliverables and timelines of the MYAP until 2016, the Ministry of Economic Development, Trade and Employment / Ministry of Research and Innovation is only reporting on measures it will take or initiate during the 2013 -14 reporting period.

Measures Planned for 2013 - 14

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
<p>Customer Service People with disabilities who are OPS customers receive quality goods and services in a timely manner</p>	<p>2013 - New staff trained on accessibility</p> <p>2013 - Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I & IT and training</p> <p>2013 - Increased awareness in OPS of accessibility best practices in customer service and the workplace</p>	<p>In 2013-14, the Ministry of Economic Development, Trade and Employment / Ministry of Research and Innovation will:</p> <ul style="list-style-type: none"> - Encourage new staff to complete mandatory accessibility training as soon as practicable. - 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 intranet. - Ensure notice disruption are posted in a conspicuous place and on-line if appropriate when services are unavailable - Develop a plan to review Ministry policies, decision-making processes and administrative procedures using the OPS Inclusion Lens - 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 people with disabilities into account at all levels of planning and response activities. - Staff will continue to be advised of the OPS

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
		<p>Inclusion Lens which considers accessibility, and encouraged to incorporate the OPS Inclusion Lens into the early planning processes.</p> <ul style="list-style-type: none"> - 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.
	<p>2014 - 16 – Staff and customer feedback sought on accessibility innovations and improvements</p> <p>2014 – 16 - Inclusion Lens applied to all policies and practices</p> <p>2014 – 16 - Accessibility is part of all OPS business</p>	<ul style="list-style-type: none"> - The Ministry will review the existing feedback process and incorporate more efficient tracking and response mechanisms for accessibility related feedback; - 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; - Assure that the Diversity and Accessibility Leads take the OPS Inclusion Lens train-the-trainer sessions - Require 100% of Ministry staff to have taken OPS Inclusion Lens training by December 31, 2015 - Continue to monitor opportunities to increase the use of the Inclusion Lens to review internal policies, procedures and practices to assure that accessibility is considered whenever OPS business is conducted - The ministry will review Emergency Evacuation Procedures and Branch Business Continuity Plans using the OPS

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
		<p>Inclusion Lens.</p> <ul style="list-style-type: none"> - The 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 ADO will support the legislated review of the Customer Service Standard and develop a plan to address recommendations from the review, as required.
<p>Employment Accommodation People with disabilities who are OPS employees participate fully and meaningfully in services and employment</p>	<p>2013 - Conduct management review on accommodation for employees with disabilities</p> <p>2013 - Increased awareness in OPS of accessibility best practices in customer service and the workplace</p> <p>2013 - Senior managers have accessibility performance commitments</p>	<p>In 2013-14, the Ministry of Economic Development, Trade and Employment / Ministry of Research and Innovation will:</p> <ul style="list-style-type: none"> - Continue to promote to staff, through the intranet site, the use of accessible communications for the public. - The ministry will raise awareness of people 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 offered bi-annually. - Continue to be prepared to provide emergency procedures, plans or public safety information in an accessible format or with communication supports as required. - Continue to cross-promote iManage and its links to the employment accommodation directives, policies and plans through StaffNet and/or various corporate and ministry HR initiatives, as appropriate - Continue to coordinate the annual Multi-Ministry Diversity Mentoring Partnership Program on behalf of MEDT/MRI.

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
		<ul style="list-style-type: none"> - Continue to post the Ministry Inclusion Strategy on StaffNet and cross-promote sample inclusion commitments developed by the OPS Diversity Office (ODO). - Post all ministry and division performance commitments on StaffNet. - 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: <ul style="list-style-type: none"> o In partnership Project with Epilepsy Toronto, the ADO will launch an online, multimedia e-course for co-workers working with someone with Epilepsy, with an additional module for employers of people with epilepsy. o There will also be an interactive video simulator which will give viewers the experience of providing assistance to someone having a seizure.

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
	<p>2014 - 16 – Best practices on employment accommodation and return to work implemented</p> <p>2014 - 16 – Better accommodation for employees with disabilities resulting from management review</p> <p>2014 - 16 – Managers and staff have accessibility performance commitments</p>	<ul style="list-style-type: none"> - Analyze ministry responses from the 2014 OPS Employee Survey results to assess potential barriers to employees with disabilities - Continue to recommend to all MCP and SMG employees the OPS DO-developed inclusion commitments at the start of each new performance management cycle. - Require all senior executives to include a ministry-specific inclusion commitment in their annual plan.
<p>Information and Communications</p> <p>Information and Communications are available in accessible formats to all OPS staff and customers</p>	<p>2013 - Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I & IT and training</p> <p>2013 – Accessibility Expo</p>	<p>In 2013-14, the Ministry of Economic Development, Trade and Employment / Ministry of Research and Innovation will:</p> <ul style="list-style-type: none"> - Continue to meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A, AA standards - Continue to work with web application vendors to improve accessibility scores where gaps have been identified on ministry Intranet - Ensure staff are aware of accessibility obligations, provide guidance and support - Continue to provide and update accessibility resources for self-learning to aid staff in the creation of web-ready accessible content - Ensure that it provides in a timely manner and arranges for the provision of accessible formats and communications supports, upon request; and continue to notify the public about the availability of accessible formats and communications supports. - Be prepared to provide emergency

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
		<p>procedures, plans or public safety information in an accessible format or with communication supports. Documents include:</p> <ul style="list-style-type: none"> ○ Emergency Handbook; ○ 2012 Accessibility Guide; ○ Emergency Evacuation Plan; ○ Emergency Evacuation Form; and ○ Emergency Management of Ontario Emergency Preparedness Guide for people with special needs/disabilities. <p>- Any information about emergency procedures, plans or public safety that it prepared continues to be made available to the public upon request in an accessible format or with appropriate communication supports, as soon as practicable.</p> <p>- To support incremental steps to an accessible Ontario, the ADO will continue 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.</p>
	<p>2014 - 16 – Communications, websites, technology solutions and documents employ accessibility best practices</p> <p>2014 - 16 – Accessibility Expo continues annually</p>	<ul style="list-style-type: none"> - Emergency management intranet site to continue to be upgraded to include more information on emergency planning for employees with disabilities/special needs - Commit to sending Ministry delegates, including employees with disabilities, to future Expo/JOIN conferences - Continue to ensure that staff has updated

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
		<p>information about protocols, hiring process, budgets and account codes for dealing with alternate formats and communication-support-requests and to create accessible events through intranet update and all staff communications.</p> <p>2016</p> <ul style="list-style-type: none"> - By January 1, 2016 and in collaboration with 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). <p>2020</p> <ul style="list-style-type: none"> - By January 1, 2020, and in collaboration with 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.
<p>Built Environment</p> <p>There is greater accessibility into, out of and around OPS facilities and public spaces</p>	<p>2013 - Continue to develop strategies for addressing infrastructure barriers</p>	<p>Government Facilities</p> <ul style="list-style-type: none"> - The ministry will work with property management to ensure that all newly built or renovated spaces will meet or exceed the IO Guidelines for Design of Ontario Government Facilities 2012. - Assessment being conducted to further enhance accessibility at Ontario Investment

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
		<p>and Trade Centre (OITC) by retrofitting meeting room doors.</p> <ul style="list-style-type: none"> - Schedule regular meetings between Accessibility Lead and facilities manager to discuss accommodation issues within existing Ministry infrastructure
	<p>2014 - 16 – OPS ready to implement requirements of AODA built environment regulation</p>	<p>Public Spaces</p> <p>To support incremental steps to an accessible Ontario related to the design of public spaces, the ADO will:</p> <ul style="list-style-type: none"> - 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; - 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/planners when constructing or redeveloping an accessible public space.
<p>Transportation</p> <p>There is greater accessibility into, out of and around OPS facilities and public spaces</p>	<p>2013 - Continue to develop strategies for addressing infrastructure barriers</p>	<ul style="list-style-type: none"> - To support incremental steps to an accessible Ontario related to transportation, the ADO will continue to work with municipalities to support them in the implementation of Transportation requirements, including regional workshops, accessibility forums, webinars, e-

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
		<p>newsletters, and articles in municipal publications.</p> <ul style="list-style-type: none"> - As well, the ADO will continue 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.
<p>Leadership The OPS endeavours to demonstrate leadership for accessibility in Ontario</p>	<p>2013 - Ongoing consultations with persons with disabilities</p> <p>2013 - Ministries continue to publish annual accessibility plans</p> <p>2014 - 16 – Accessibility continues as strong organizational commitment</p>	<ul style="list-style-type: none"> - Awareness of ministry accessibility plans will be raised through our intranet site. The ministry will continue to post the accessibility plans and will continue to update the ministry intranet site with additional resources and materials for all staff to access as it becomes available. - Develop a plan to assist the Ministry in meeting its IASR obligations.

Section Three: Report on Legislative Review

In support of our commitment to improve access for people with disabilities, the Ministry of Economic Development, Trade and Employment / Ministry of Research and Innovation will continue to review government legislation and policies, to identify, remove and prevent barriers to accessibility.

Acts, Regulations and Policies Reviewed in 2012 - 13

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 will prioritize 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 52 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.

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

As part of this process, the Ministry of Economic Development, Trade, and Employment and the Ministry of Research and Innovation will review the Accessibility for Ontarians with Disabilities Act, 2005 and its regulations.

In 2012-13, a team was formed for the review and consists of a policy analyst from the Accessibility Directorate of Ontario, a representative from the Communications branch, and counsel from the Legal Services Branch.

Acts, Regulations and Policies to Be Reviewed in 2013 - 14

In 2013-14, the Ministry of Economic Development, Trade, and Employment and the Ministry of Research and Innovation will review the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations. The team is coordinating its efforts and review of the *Accessibility for Ontarians with Disabilities Act, 2005* and its regulations.

We will continue to report on the progress of the review in our annual accessibility plan.

Review by Accessibility Directorate of Ontario as a Regulator:

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 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.

In January 2013, the government announced a new model for the development/review of accessibility standards. This was in response to the Charles Beer Report. Under this new model, Accessibility Standards Advisory Council members are cross-appointed to sit on a Standards Development Committee (ASAC/SDC), as required. The new ASAC/SDC will be responsible for conducting the review of the Accessibility Standards for Customer Service Regulation.

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.

Glossary of Terms and/or Acronyms

AODA – Accessibility for Ontarians with Disabilities Act, 2005

ASCS - Accessibility Standards for Customer Service Regulation

IASR – Integrated Accessibility Standards Regulation

iManage – resources for managers in internal website

MCP – Management Compensation Plan

MYAP – Multi-Year Accessibility Plan

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act, 2001

SMG – Senior Management Group

TTY – Telephone Typewriter or Telecommunication Device for the Deaf

WCAG - Web Content Accessibility Guidelines

MEDTE/MRI – Ministry of Economic Development, Trade and Employment/ Ministry of Research and Innovation

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Visit the [AccessOn web portal](#) found on the Ministry of Economic Development, Trade and Employment's website.

AccessOn promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone

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