

Management Board Secretariat

and

**Centre for Leadership and
Human Resource Management**

*2004-2005
Accessibility Plan*

 Ontario

Index

Introduction

Message from the Minister

Report on Achievements of 2003-2004 Planning Commitments

Commitments and Strategies for 2004-2005

Conclusion

For more information

Appendix – A: MBS Legislation

Introduction

In December 2001, the Ontarians with Disabilities Act, 2001 (ODA) was passed into law. Its purpose is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province.

One of the requirements under the ODA is that Ontario government ministries, municipalities, hospitals, school boards, colleges, universities and public transportation organizations develop annual accessibility plans to make policies, practices, programs, services and buildings more accessible to people with disabilities. The plans must be made available to the public.

This document is the second annual accessibility plan developed by Management Board Secretariat and the Centre for Leadership and Human Resource Management of Cabinet Office. It highlights achievements of the 2003-2004 plan and outlines commitments for 2004-2005 so that no new barriers are created and existing ones are removed over time.

Ministries across government are increasing awareness of accessibility and integrating accessibility into daily business practices in a number of areas, including staff training, public information, facilities, and program and service delivery processes.

This ministry intends to build on its achievements by implementing initiatives that support the government's efforts and commitment to continue to make Ontario an inclusive and accessible province where people of all abilities have a chance to fully participate and achieve their potential.

Message from the Minister



I am pleased to provide this second annual accessibility plan. This plan outlines the many significant accomplishments to improve accessibility in 2003-2004. It also illustrates plans for the future and our commitment to improving accessibility in Ontario.

The government's objective is to build a province in which all people have the opportunity to fully participate and achieve their potential. Management Board Secretariat (MBS) and the Centre for Leadership and Human Resource

Management (CFL/HRM) are committed to this goal and to taking steps so that our organizations lead by example.

As the corporate employer, MBS has undertaken a number of important initiatives to support and improve accessibility in the ministry and the Ontario Public Service (OPS). It developed, for example, on-line training about accessibility for managers and supervisors. All managers and supervisors must take this training and now the on-line resource is available to all employees across the OPS.

Management Board Secretariat continues to share information about accessibility with all Ontario Public Service employees through its internal newsletter, *Topical*, and through its intranet site. The ministry continues to share updated technical information so that government ministries are up-to-date about website accessibility. And the ministry has incorporated accessibility into its planning and policy initiatives.

In April 2004, the Ontario government established the CFL/HRM as a single human resource organization to address government human resource strategies and administration. This new organization has assumed all corporate human resource responsibilities and has developed a specific plan to highlight accessibility in our human resources planning, policies and activities.

This year, MBS will apply the new barrier-free standards, developed by the Ontario Realty Corporation, to buildings owned and occupied by the Ontario government. Education about accessibility will continue. And the new CFL/HRM organization will provide a corporate emphasis on accessibility for employees.

MBS and CFL/HRM are strongly committed to accessibility. I look forward to our initiatives in the year ahead and to continuing improvements in accessibility in our workplaces and for our employees.

Report on Achievements of 2003-2004

Planning Commitments

Management Board Secretariat (MBS), as a central agency in the Ontario government, supports Management Board of Cabinet and allocates resources to ministries, agencies, boards and commissions. It has a corporate role with responsibilities for controllership, information technology, real estate and the Archives of Ontario.

The Centre for Leadership and Human Resource Management of Cabinet Office (CFL/HRM) was established in April 2004. Until that time, Management Board Secretariat had the corporate human resources responsibilities for the Ontario Public Service. CFL/HRM now has full responsibility for human resources management across the Ontario Public Service, including building strategic human resource leadership and capacity, planning and transformation, labour relations, developing policies and practices, and enterprise service management.

Throughout the fiscal year 2003-2004, Management Board Secretariat made significant progress in improving accessibility, both within the ministry, and at a corporate level as a central agency. MBS and CFL/HRM will continue to build on these accomplishments and further develop and refine initiatives that support and foster a culture of accessibility in both organizations.

We have gained valuable experience and expertise over the first year of accessibility planning and implementation. The objective of the inaugural year of accessibility planning was to incorporate accessibility into the culture and operations of the ministry through a range of initiatives and activities. These endeavours have provided a solid foundation for ongoing accessibility activity and for continuous improvement in accessibility-related work. Many of the achievements for MBS and commitments for both MBS and CFL/HRM will become part of ongoing operations in 2004-2005.

This plan outlines what MBS has accomplished in 2003-2004 and describes the ministry's accessibility achievements. The plan also describes upcoming initiatives planned by MBS and the new CFL/HRM organization.

Commitment:

MBS committed to work with the Ontario Realty Corporation (ORC) to develop new, barrier-free guidelines for government occupied buildings following a comprehensive consultation with stakeholders. These new guidelines, now called mandatory standards, have been drafted and will provide direction to the design community ensuring greater barrier free access for all new construction, significant renovation and new leases that are longer than a 36-month term.

The standards include such things as barrier-free customer service counters and kiosks, audible direction and information signs in buildings to assist people with visual disabilities, new requirements

for stairwells such as having handrails on both sides, and closed captioned television sets displaying information for the public.

To help ensure government accommodates a wide range of disabilities, the barrier-free standards go beyond the current requirements of Ontario's Building Code.

Status:

Complete – Formal standards and specifications have been developed.

In progress – The Ontario Realty Corporation is incorporating these new standards into the master specifications that are used in all government construction.

Action and timeframe: The barrier-free standards will be distributed to ministries and government property managers in 2004-2005.

Rationale: Formal standards and specifications will be issued by the Ontario Realty Corporation in 2004-2005.

Commitment:

The Ontarians with Disabilities Act, 2001 (ODA) requires that Government of Ontario Internet sites are accessible to people with disabilities unless it is not technically feasible to do so. When the legislation first came into effect in 2001, MBS provided information about Internet accessibility to all government ministries, and it developed and supplied ministries with a toolkit and guide.

More and more provincial government information and services are being provided online, so it is important that members of the public are able to interact with government electronically and that everyone has access.

Status:

Complete – The toolkit and guide were developed and distributed.

Ongoing – With information posted regularly on new and existing government Internet sites, sites need regular assessment to ensure they are accessible. Webmasters in government need updated technical information, and new staff who are taking on web responsibilities need to be aware of government obligations and commitments to accessibility. MBS will continue to perform regular spot checks on its own websites for accessibility and will continue to provide advice to ministries on Internet accessibility in 2004-2005 and future years. In addition, MBS will continue to provide advice to ministries when developing new intranet sites.

Commitment:

The Ontarians with Disabilities Act, 2001 (ODA) requires the government to have regard for people with disabilities when deciding to purchase goods and services. The ODA requirements related to procurement have been incorporated into the revised Management Board of Cabinet directives on procurement.

MBS has a significant role in setting the government procurement policies and guidelines that ministries need to follow when they buy goods and services for use by their employees or the public.

MBS has developed guidelines to help ministries determine whether the goods and services they plan to acquire will be used by people with disabilities. The guidelines will also assist ministries in determining how to incorporate the appropriate accessibility requirements into the procurement process. These procurement guidelines were developed in consultation with the Ministry of Citizenship and Immigration.

Status:

Complete – Guidelines have been completed.

Action and timeframe: Ministries are already keeping accessibility in mind when making purchasing decisions and the new procurement guidelines will provide additional support. Training will also be made available to provide support to the guidelines.

Rationale: A formal process for implementation is being implemented throughout 2004-2005.

Commitment:

MBS committed to building accessibility into its planning processes. The program management and estimates division (PMED) of MBS, which oversees planning by all ministries, incorporated accessibility information into the revised government planning processes and its instructional material. The information that PMED regularly provides to ministries was revised to include reminders about accessibility considerations, and provide prompts in its templates and forms so ministries would consider accessibility in all stages of their planning activities.

MBS also held a workshop for government accessibility planning leads that provided corporate planning instructions and guidance on accessibility as part of the planning process. Ongoing instruction ensures that accessibility commitments are included in the more detailed operational plans that ministries prepare.

Status:

Complete – Accessibility information and provisions are now a part of all planning templates, guidelines, and training sessions.

Ongoing – As part of its corporate responsibilities, MBS will continue to include accessibility when developing government planning activities, and as a component of the training and information it provides. MBS will also continue to include accessibility related information when it provides updates and new information to ministries on government planning processes.

Commitment:

In addition to its corporate planning role, MBS also made a commitment to include accessibility in its ministry-specific plans. Over the past year, accessibility considerations have been incorporated into the ministry's own results-based planning process, as well as its more detailed operational plans, and information management (IM) & information technology (IT), human resource, facilities/ accommodation, and annual accessibility plans. MBS developed new templates and revised its document formats so that prompts and reminders about accessibility are now part of these planning procedures.

To ensure accessibility is a priority in all MBS planning, MBS senior management also assigned leadership for accessibility planning to the business planning and allocations unit. The business planning employees on this team championed accessibility activities and ensured these were reflected in the ministry's various plans and initiatives. They also developed accessibility strategies and the ministry's accessibility plan.

Status:

Complete – Leadership for accessibility has been linked to ministry planning.

Ongoing – Accessibility in ministry planning will continue to be addressed in the training, guidelines, procedures and consultations with program areas throughout the ministry.

Commitment:

To ensure the ministry's policies meet the principles of accessibility, in 2003-2004, MBS developed a preliminary set of objectives to guide policy review. MBS has implemented a review of policies to ensure they have appropriate and sensitive language and to ensure that policy implementation will not create new barriers. In addition, the review will also ensure that policy documents can be produced in accessible formats upon request.

Status:

Ongoing.

Action and timeframe: Policy reviews will continue into 2004-2005 and beyond.

Rationale: Policy review and analysis for barriers to accessibility is an ongoing activity in the ministry.

Commitment:

The human resources division completed its review of the employment accommodation for persons with disabilities operating policy and related guidelines. Ministries and the Accessibility Directorate of Ontario provided input into the review, and Ontario Public Service bargaining agents were invited to participate. The review indicated that there was a need for improved processes about and guidance for supporting employees with disabilities who need to be reassigned to positions where their disabilities will not impede their abilities to perform essential duties. Other potential policy improvements were identified, including a need to reflect recent case law related to employment accommodation, and a need for more extensive guidance for managers and human resources professionals in a number of areas of employment accommodation.

Status:

Complete – The policy review is completed.

Ongoing – Ongoing activity for the revision of this policy by CFL/HRM, which will include further consultation with stakeholders into 2004-2005, is required to ensure the policy is sustainable and in compliance with the ODA. The policy will be revised and re-issued in 2004-2005.

Commitment:

To support the ministry in maintaining an active involvement in accessibility planning, and to support the implementation of accessibility initiatives, the mandate of the accessibility planning working group (APWG) was renewed. The original group was formed to provide a source of expertise for the first accessibility plan. The group's focus has now shifted to implementation of accessibility plan commitments as well as continued accessibility planning.

This group, which will now continue to work in partnership with CFL/HRM, has gained extensive background and expertise. By liaising regularly with the Accessibility Directorate of Ontario and through regular meetings, the APWG laid the groundwork for the product development and accessibility initiatives that will continue into the years ahead.

Status:

Complete – The APWG now has a broader role, moving from its focus on the accessibility plan to a more comprehensive mandate and wider representation including membership from across the ministry. This is improving information sharing and it is also helping the ministry to more efficiently implement initiatives.

Ongoing – The APWG will continue to respond to any changes to the legislated requirements of the ODA and developments in other ministries. MBS and CLF/HRM will also continue to support the working group as a permanent committee of the ministry. The activities of the APWG are essential to the continuing implementation of accessibility initiatives and to the development of sustainable accessibility planning.

Commitment:

Management Board Secretariat committed to reviewing its emergency evacuation procedures for the Queen's Park complex to improve procedures for staff and visitors who require evacuation assistance, including people with disabilities.

Status:

Complete – In June 2003, MBS issued improved emergency evacuation procedures. These procedures now include further guidance on emergency procedures as well as templates for managers and employees to complete so that employees who need evacuation assistance have individual evacuation plans. The new procedures can also be applied to other government offices.

All MBS and CFL/HRM branches and divisions have reviewed their requirements and now have individual plans in place for employees who may need assistance during emergencies. In addition, all program areas have been provided with instructions on how to incorporate these requirements into their operations so that the individual plans are in place when there are staff and operational changes.

Commitment:

In order to build awareness about accessibility, MBS committed to review its orientation program for new employees so that accessibility information would be included in the orientation process. MBS also committed to review its orientation sessions, which are held periodically throughout the year, to ensure they are accessible to all participating employees.

Status:

Complete – MBS updated the orientation program to include information on the Ontarians With Disabilities Act, 2001 and the 2003-2004 MBS accessibility plan. As well, the orientation program now includes general information about accessibility in the workplace and a review of the obligations that employees have under the legislation. MBS updated the ministry's orientation website and added

information to improve accessibility awareness. MBS has also ensured that all of its orientation sessions are accessible to all participants.

Commitment:

MBS made a commitment to build awareness about accessibility among employees and to do this in a variety of ways, such as by sharing information through articles in the Ontario Public Service employee newspaper, *Topical*. To date, these articles have addressed a range of topics from items about the legislation itself to stories about the accessibility planning process and the ministry's first accessibility plan. In addition, MBS also committed to featuring periodic stories dealing with accessibility issues on the ministry's intranet site.

Status:

Ongoing – MBS featured articles on accessibility in its employee newspaper, *Topical*, and will continue to display accessibility articles in future years.

In progress – MBS is finalizing webpages devoted specifically to accessibility with information about the Ontarians with Disabilities Act, 2001, the ministry's accessibility plan, key contacts involved in accessibility and links to important information.

Action and timeframe: Improved communication will continue into 2004-2005 and beyond.

Rationale: It is important to provide ongoing education and updates about accessibility for employees across the Ontario Public Service to build awareness and provide general information and updates.

Commitment:

The Ontarians with Disabilities Act, 2001, requires that all managers and supervisors take training in accessibility. As part of this requirement under the act, MBS developed on-line training for managers and supervisors that provides easy access to information. All managers and supervisors are required to take this training within three months of moving into a managerial or supervisory position.

Status:

Complete – Training for 2003-2004 is completed. All managers and supervisors at MBS and CFL/HRM have completed the accessibility awareness training.

Ongoing – Training will continue in future years. The ministry's chief administrative officer sends out regular reminders to managers and supervisors to further ensure the ministry meets this obligation. In addition, the accessibility training has been made available to all Ontario Public Service employees on

the MyOPS intranet site. MBS has been collecting data about OPS registration for this training and the ministry will continue to collect this information so it can share the findings with ministry human resource directors.

Commitment:

To ensure accessibility continues to have profile in the ministry, MBS planned to hold accessibility awareness-raising events. These events will include lunch-and-learns, partnerships with other ministry initiatives such as charity campaigns, and participation in high-profile events such as Showcase Ontario and the Quality Service Fair.

Status:

Complete – Review of opportunities for events and event planning was done in 2003-2004.

Ongoing – MBS, in partnership with CFL/HRM, hold events and educational sessions that feature accessibility and build accessibility awareness among ministry employees.

Commitment:

MBS determined that a survey about accessibility awareness would be a helpful tool to assess the effectiveness of awareness-raising activities and events, including ministry intranet postings, and *Topical* articles.

Status:

In progress – An accessibility-awareness survey was drafted in 2003-2004. It is now being reviewed to ensure it reflects new ministry initiatives as well as recent accessibility activities, and a final survey will be prepared for distribution.

Action and timeframe: Survey will be developed and implemented in 2004-2005.

Rationale: The survey will be carried out based on feedback from information sessions with staff and the survey results will provide a foundation for further accessibility activity and information sharing.

Commitment:

As part of the ministry's plan to improve awareness about barrier prevention and removal, MBS' accessibility planning working group established a strategy to develop a ministry toolkit with three

core components: an accessibility information guide; a guide for appropriate language and usage; and a barrier identification, removal and prevention guide. These resources will provide valuable information to employees, and the toolkit will help foster a culture of accessibility in the ministry.

Status:

In progress – Research and development of the toolkit components is underway utilizing various areas of expertise throughout MBS.

Action and timeframe: The toolkit will be developed and distributed in 2004-2005 and beyond.

Rationale: The toolkit will be developed based on further consultation with appropriate stakeholders and people with disabilities.

Commitment:

In 2003-2004, the MBS legal services branch, established a schedule for the review of legislation for barriers to accessibility. The schedule was developed as a way to pilot-test a newly established accessibility process for reviewing legislation.

Using this new approach, the following legislation was looked at in 2003-2004: The Archives Act; the Floral Emblem Act; and the Management Board of Cabinet Act.

Status:

Complete – The reviews for 2003-2004 are complete. They confirm that the legislation is in an accessible format, written in language acceptable to people with disabilities, and that it does not contain content that would result in the inadvertent creation of barriers.

Ongoing – The legal services branch has established a schedule to review the remainder of MBS' legislation. The ongoing review will continue in future years and be reported on in upcoming annual accessibility plans.

Commitment:

The employment accommodation fund (EAF) was established to provide support for employees with disabilities. It supplies ministries with coverage for eligible expenses including alternate format materials in Braille, interpreters, workstation upgrades and technical aids, and is available to ministries to address their accommodation requirements.

Status:

Ongoing – The fund will continue to be available to ministries to support the government's commitment to accessibility.

Action and timeframe: The employment accommodation fund will continue into 2004-2005 and beyond.

Rationale: The employment accommodation fund is ongoing.

Commitment:

The MBS accommodation/facilities unit provides ongoing project planning support for initiatives related to accessibility accommodation in the ministry. These projects involve creating or redesigning space or program requirements for employees with disabilities. They also involve facility alterations that are part of Ontario Realty Corporation (ORC) initiatives.

Status:

Ongoing – Accessibility considerations will continue to be included in project planning along with careful adherence to the Ontario building code standards, as well as the government's barrier-free standards.

Action and timeframe: Accessibility accommodation will continue into 2004-2005 and beyond.

Rationale: Initiatives involving workplace improvements, location changes and maintenance are ongoing.

Commitment:

The MBS accessibility planning working group was established to fulfill a variety of important functions for the ministry. One of its primary purposes is to ensure the ministry has accessibility specialists who are a resource for employees when they require information or consultation with a specialist about accessibility. The group also meets to drive progress on the implementation of accessibility commitments and initiatives, and reports quarterly to the senior management committee of the ministry so that senior executives are informed about accessibility planning and progress.

Status:

Complete – The accessibility planning working group serves as a resource for ministry divisions on accessibility issues.

Ongoing – The individuals in this group are available as a resource to their respective divisions for information and as consultants on accessibility. This group of employees includes the accessibility team co-leads, the ministry chief administrative officer who is the executive champion for accessibility, and representatives of the divisions of the ministry.

Commitments and Strategies for 2004-2005

In 2004-2005 and future years, Management Board Secretariat will further develop the many initiatives and products begun in 2003-2004. The ministry is committed to continuing to work toward ensuring accessibility is a core component of its activities. The new Centre for Leadership and Human Resource Management of Cabinet Office (CFL/HRM) will also continue to develop its initiatives and products and work toward ongoing improvements in accessibility.

The 2004-2005 accessibility plan focuses on the continuation of long-term commitments. Many significant initiatives were begun in MBS' inaugural accessibility plan in 2003-2004. The commitments for 2004-2005 build on these. This year's plan works to ensure that accessibility is considered in all planning procedures as well as any new or ongoing operational initiatives.

MBS and CFL/HRM will maintain their commitment to accessibility and will continue to promote awareness through ongoing education and internal initiatives. At the same time, accessibility will be an important part of ministry activity, while keeping in mind the government's commitment to fiscal restraint and its responsibility to Ontario taxpayers.

Management Board Secretariat

Legislative Requirements

Commitment:

The barrier-free standards will be shared with ministries across the Ontario Public Service in 2004-2005. The new standards apply to buildings, structures and premises that the government purchases, enters into a lease with a term for 36 months or longer, constructs or significantly renovates.

Action: In collaboration with the Ontario Realty Corporation (ORC), MBS will release and disseminate the revised barrier-free standards. Within two years of the release of these standards, ORC and MBS will report to the secretary of Management Board and the deputy minister of the Ministry of Citizenship and Immigration on the effectiveness and other implications of the new standards.

Timeframe: The standards will be distributed in 2004.

Commitment:

The Ontarians with Disabilities Act, 2001 (ODA) requires the Ontario government to have regard for people with disabilities when it purchases goods or services. MBS released the updated Management Board of Cabinet directive on procurement as well as newly developed guidelines for purchasing accessible goods and services.

Action: The directive on procurement will continue to be implemented.

Timeframe: In 2004-2005, the formal process for implementation will continue.

Commitment:

Under the Ontarians with Disabilities Act, 2001, the government is required to make its Internet sites accessible to people with disabilities unless it is not technically feasible to do so. MBS will continue to ensure its Internet sites are accessible.

Action: MBS will provide updated information about Internet accessibility and resources to ministries through an intranet site for government webmasters; this will be a resource for ministries, which have responsibility for their own sites. MBS will also be available to assist ministries when they are developing new sites. MBS will continue to work to raise awareness about website accessibility and to ensure new software, hardware and computer architecture are accessible.

Timeframe: 2004-2005 and future years.

Commitment:

The Ontarians With Disabilities Act, 2001, requires ministries to make Ontario government publications available in an alternate format, when requested to do so by a person with a disability, unless it is not feasible to do so.

Action: MBS will continue to respond to accessible format publication requests and to work in partnership with the Ministry of Consumer and Business Services, which has the lead role in providing alternate format publications.

Timeframe: 2004-2005 and future years.

Commitment:

All ministries across the government are required to produce annual accessibility plans as part of their annual planning processes, and to make their plans available to the public.

Action: In consultation with the Accessibility Directorate of Ontario, MBS will continue to develop annual accessibility plans. This plan will address the identification, removal and prevention of barriers to people with disabilities in the acts and regulations administered by the ministry and in the ministry's policies, programs, practices and services. In addition, the plan will report on the ministry's achievements and future commitments.

Timeframe: 2004-2005 and future years.

Commitment:

In order to receive funding under a government-funded capital program, projects related to an existing or proposed building structure or premises must meet or exceed accessibility eligibility criteria.

Action: The 2005-2006 MBS infrastructure plan will be reviewed to ensure that no new government-funded capital projects create barriers for employees or citizens with disabilities.

Timeframe: 2004-2005 and future years.

Acts and Regulations

Commitment:

MBS will continue its legislation review by examining three new acts and establishing a schedule to review the remainder of MBS' legislation in subsequent years. MBS will also develop approaches to address any barriers that are identified in its legislation reviews.

Action: Building upon the legislation review that took place in 2003-2004 of the Archives Act, the Floral Emblem Act, and the Management Board of Cabinet Act, MBS has developed an approach for the ongoing review of legislation. This methodology will be used to identify whether legislation may, directly or indirectly, be creating barriers to people with disabilities and, the process will also include ways to ensure appropriate and inclusive legislative language is used. In the upcoming year, the legal services branch will conduct a review of the following legislation: the Ministry of Government Services Act, the Treasury Board Act and the Flag Act.

Timeframe: In 2004-2005, three further pieces of legislation will be reviewed.
Note: For a list of MBS legislation see appendix A.

Policies

Commitment:

MBS has committed to review the ministry's policies for barriers to accessibility.

Action: Building on the review of the employment accommodation for persons with disabilities policy that took place in 2003-2004, MBS divisions with responsibility for policy development will establish a review process and a schedule of policies and priorities for further policy review. In addition, the divisions responsible for policy change will develop a strategy to ensure changes and improvements are shared with all key stakeholders.

Timeframe: A schedule will be developed outlining policies to be reviewed in 2004-2005 and beyond. MBS will review five key policy directives in 2004-2005.

Programs and Services

Commitment:

MBS will continue to provide information about accessibility to ministries as part of its ongoing work with the Ontario Public Service. It will also provide updated information about legislative requirements, when appropriate.

Action: MBS will ensure it provides information and updates about accessibility to ministries across the government, as new information and products are developed. For example, MBS will provide the updated procurement guidelines to all ministries this fall. MBS will also continue to provide updated information to webmasters about Internet accessibility on a specially designated intranet site.

Timeframe: Ongoing throughout 2004-2005 and beyond.

Practices

Commitment:

MBS will continue to work to raise awareness about accessibility within the ministry and across the Ontario Public Service.

Action: MBS will continue to provide information to employees about accessibility through articles on the MBS intranet site, and to the Ontario Public Service through stories in the employee newsletter, *Topical*, and the employee website, MyOPS. MBS is also working on an accessibility toolkit for employees that will include information such as barrier identification and removal, types of disabilities, and a glossary of terms.

The ministry will also hold special events to highlight accessibility, and ensure that existing events, like employee orientation sessions, VOICE Awards (an MBS employee recognition program), include information about accessibility. The ministry will also have an intranet site with accessibility information including the accessibility plan, key contacts for information and links to other resources about accessibility.

MBS will also ensure its events and its information for employees are accessible for people with disabilities.

Timeframe: 2004-2005 and future years.

Commitment:

MBS will undertake a ministry-wide accessibility survey to identify the success of its awareness efforts and to identify areas for improvement.

Action: In 2004-2005, MBS will conduct a ministry-wide accessibility survey to assess employees' awareness of accessibility and to measure the effectiveness of ministry accessibility activities and events in raising awareness.

Timeframe: The survey will be held following accessibility events planned for the fall, 2004.

Commitment:

Recognizing the value of working across ministries to generate and share ideas, exchange best practices, and capitalize on sharing products of value with multiple ministries, MBS will maintain a membership on the ODA interministerial working group.

Action: MBS will work to further improve information sharing about accessibility by participating on the ODA interministerial working group. MBS will take a collaborative approach to sharing best practices with other employees and ministries involved in this group; members are actively involved in accessibility initiatives throughout government. MBS will share ideas and plans to improve accessibility through horizontal partnerships and a team approach to planning.

Timeframe: MBS joined the ODA interministerial working group in 2004 and will actively continue its membership.

Centre for Leadership and Human Resource Management

Legislative Requirements

Commitment:

The Centre for Leadership and Human Resource Management (CFL/HRM) will continue to provide online training about accessibility to managers and employees. This training includes information about the government's accessibility obligations under the Ontarians With Disabilities Act, 2001 (ODA) and it describes accessibility requirements for employees and job applicants.

Action: CFL/HRM will assess any amendments that may be made to the ODA, in the future, and incorporate changes in the information it provides to managers and employees. It will also use feedback from employees who have taken its online training to determine whether any updates or additional information are required.

Timeframe: Ongoing throughout 2004-2005.

Commitment:

CFL/HRM will maintain and set policy direction for the employment accommodation fund for people with disabilities. The fund reimburses eligible expenses that ministries incur in addressing the accessibility needs of Ontario Public Service employees and job applicants.

Action: CFL/HRM will review the fund's eligibility criteria periodically, in order to ensure that they effectively support the fund's employment accommodation objectives.

Timeframe: Ongoing. Eligibility criteria will be reviewed every two years, starting in 2005-2006.

Acts and Regulations

Commitment:

CFL/HRM will initiate a review of the Public Service Act. This will be undertaken over the next two years as part of the full review of government human resources policies. The review will include the identification of barriers, and it will look for opportunities to address accommodation for people with disabilities.

Action: CFL/HRM will undertake a specific review to identify barriers and opportunities that can be addressed in future amendments to the legislation.

Timeframe: Revisions to the Public Service Act are planned for 2006-2007.

Policies

Commitment:

The Centre for Leadership and Human Resource Management will review a wide range of Ontario Public Service policies in 2004-2005, in order to determine whether the policies may contain barriers to accessibility for people with disabilities.

Action: In 2004-2005, five policies will be reviewed including the staffing operating policy and several labour relations and employee benefits policies. CFL/HRM, in its future accessibility plans, will identify the remaining policies to be addressed each year.

Timeframe: 2004-2005

Commitment:

The Centre for Leadership and Human Resource Management is committed to ensuring that two key policies, accommodation for people with disabilities and return to work, more fully address accessibility considerations with respect to employment accommodation. It is important that the policies maximize the contribution and participation of employees with disabilities. CFL /HRM is also committed to ensuring that its policies have no recruitment-related barriers to job applicants because of disability.

Action: CFL/HRM will revise the Ontario Public Service policies that include or address employment accommodation for people with disabilities and return to work issues. These changes will remove the barriers that were identified in the 2003-2004 policy review and make improvements to facilitate the accommodation of the needs of employees and job applicants with disabilities. The revised policies will be provided to ministries and publicized.

Timeframe: The employment accommodation for persons with disabilities policy and return to work policy will be revised in 2004-2005 to reflect the results of the review that took place in 2003-2004.

Programs and Services

Commitment:

As a central agency, CFL/HRM develops and provides policies and services addressing leadership and human resources to ministries across the Ontario government. CFL/HRM will continue to promote barrier-free employment practices across the Ontario Public Service through these policy and service activities.

Action: CFL/HRM will continue to advise ministries about barrier-free policy interpretation and the delivery of services to Ontario Public Service employees and support for job applicants with disabilities.

Timeframe: Ongoing.

Commitment:

The Centre for Leadership and Human Resource Management will work to ensure that the new Ontario Public Service innovation and recognition fund has no barriers to accessibility.

Action: The procedures and criteria for the fund are being reviewed; as part of the review, they will be analyzed to ensure there are no barriers to accessibility. CFL/HRM will also work to ensure that accessibility is promoted as an important component of innovation and recognition.

Timeframe: 2004-2005

Practices

Commitment:

The Centre for Leadership and Human Resource Management will increase accessibility in its organizational practices by improving staff awareness about accessibility obligations, issues and opportunities.

Action: CFL/HRM will continue to be an active member in the MBS accessibility planning working group. CFL/HRM will contribute to the development of joint accessibility awareness initiatives, including awareness events. CFL/HRM staff will also participate in awareness and education opportunities that are made available by the working group, and they will work in partnership with MBS in conducting the employee accessibility awareness survey.

Timeframe: 2004-2005 and ongoing.

Commitment:

CFL/HRM recognizes the importance of working across ministries to generate and share ideas and exchange best practices. In 2004-2005 and future years, CFL/HRM will have an active membership on the ODA interministerial working group.

Action: CFL/HRM will be a member on the Accessibility Directorate of Ontario's interministerial working group in order to ensure a corporate human resource perspective is included in all accessibility planning and development. CFL/HRM will benefit from participating in this multi-ministry group; members will participate in and learn about accessibility initiatives across the OPS, as well as barrier removal and other government accessibility related initiatives.

Timeframe: 2004-2005 and ongoing.

Conclusion:

Management Board Secretariat and the Centre for Leadership and Human Resource Management are pleased to provide this second annual accessibility plan to their employees and to the Ontario public. The ministry will continue to work on ongoing improvements in accessibility through annual planning processes while giving consideration to the fiscal environment, changes in the government's legislative and policy direction, and ongoing organizational operations.

MBS and CFL/HRM remain committed to supporting accessibility in their organizations, their policies and their activities. Both MBS and CFL/HRM have a solid foundation on which to build accessibility and both have a clear plan for continuous improvement to help support and foster a culture of accessibility for employees and for the public.

Both MBS and CFL/HRM will continue to ensure accessibility is a core element of their strategic plans and operations as well as a component of the ongoing performance measurement process.

Both organizations will continue to review customer service practices and seek opportunities to further enhance accessibility. They will continue to develop employee awareness, and they will be actively involved in ministry and government-wide planning and information sharing initiatives. They will also make improvements, foster support and commit to initiatives in the annual results-based planning process, while keeping the government's fiscal requirements and commitments to taxpayers in mind.

For more information

Questions or comments about the ministry's accessibility plan are always welcome. Please phone:

General inquiry number: 416-326-1234

TTY number: 416-325-3408

1-800 number: 1-800-267-8097

E-mail: Accessibility_MBS@mbs.gov.on.ca

Ministry Internet site address: www.mbs.gov.on.ca

Visit the Ministry of Citizenship and Immigration's Accessibility Ontario web portal at: www.gov.on.ca/citizenship/accessibility. The site promotes accessibility and provides information and resources on how to make Ontario a barrier-free province.

To order a free copy of this plan in an alternate format, please contact:

Publications Ontario

880 Bay Street, Toronto, ON M7A 1N8. Tel: (416) 326-5300

Customers, outside Toronto and Ottawa, call: 1-800-668-9938

In Ottawa, call (613) 238-3630, or toll-free: 1-800-268-8758

TTY Service: 1-800-268-7095

Queen's Printer for Ontario

ISSN 1708-3435

Ce document est disponible en français.

Appendix A – MBS Legislation

Archives Act

Capital Investment Plan Act, 1993 (in respect of the Ontario Realty Corporation)

County of Middlesex Act, 1979

Flag Act

Floral Emblem Act

Freedom of Information and Protection of Privacy Act

Lobbyists Registration Act, 1998

Management Board of Cabinet Act

Ministry of Government Services Act

Municipal Freedom of Information and Protection of Privacy Act

Ontario Public Service Employees' Union Pension Act, 1994

Public Service Act (now supported by CFL/HRM)

Public Service Pension Act

Treasury Board Act, 1991