

ANNUAL ACTION PLAN

FOR HANDICAPPED PERSONS

2008-2009 EDITION

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Annual Handicapped Persons
Action Plan

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This action plan was adopted on October 3, 2008
by the accessibility planning task force.

NOTE
The masculine form used in the text covers
both men and women. It is used for the sake of readability.

FOREWORD

Since the National Assembly passed the Act to secure handicapped persons in the exercise of their rights with a view to achieving, social, school and workplace integration (R.S.Q., c. E-20.1) in June 1978, Québec has made significant progress regarding the integration of handicapped persons into society. A series of measures, policies, programs and services have been created or adapted to meet the needs of handicapped persons and foster their social participation. Moreover, a number of laws and regulations have been passed or amended to secure handicapped persons in the exercise of their rights in our society.



OBJECTIVE OF THE ACTION PLAN

On December 17, 2004, the Act was amended and since that time contains new provisions crucial to the future of handicapped persons and their families, their community and all of Québec society.

Of these, one provision is of particular concern to us: we have an obligation to formulate, adopt and publish each year an action plan regarding handicapped persons (sec. 61.1).

The plan must include:

- identification of obstacles to the integration of handicapped persons in our sector of activity;
- description of the measures taken during the year coming to an end;
- description of the measures under consideration for coming year.

OUR COMMITMENT

The Act respecting the ministère des Finances gives the Minister the mission of fostering economic development and advising the government on financial issues.

Accordingly, consistent with the central organization role of the ministère des Finances, it advises the Minister and the government on budgetary, fiscal, economic, financial and accounting matters.

Apart from the services provided by Épargne Placements Québec, the Department does not offer direct services to the public in most aspects of its mission. However, that does not diminish the importance the Department places on quality of service offered to its clients and to the work environment of its employees.

This plan describes the measures the Department has taken to date to eliminate or prevent obstacles to the integration of handicapped persons. It also sets out the Department's commitments for 2008-2009 that seek to prevent the creation of new obstacles and gradually eliminate existing ones.

PORTRAIT OF THE ORGANIZATION

The ministère des Finances has eight major sectors, backed by support units, such as the Direction générale de l'administration, the Direction des communications and the Direction du secrétariat et de la coordination. The chief mandates of each sector can be viewed by following the hyperlinks below or visiting the **website of the ministère des Finances**.

- Politique budgétaire et Économique
- Politiques économique et fiscale
- Droit fiscal et fiscalité
- Contrôleur des finances
- Politiques fédérales-provinciales et Financement, gestion de la dette et opérations financières
- Politiques relatives aux institutions financières et à l'encadrement des personnes morales
- Sociétés d'État et projets économiques
- Consultations et affaires publiques

As at April 1, 2008, the Department employed 737 people.

TASK FORCE

When it formulated its first action plan, the Department formed a task force to plan measures relating to accessibility and monitor their implementation and effectiveness. The task force must hold at least one meeting per year and is formed of the following members:

- Claire Massé, Chief of Administration
- Doris Bissonnette, Researcher – Task Force Coordinator
- Guylaine Rousseau, Head of Financial and Physical Resources
- Paul L'Archevêque, Head of Human Resources
- Catherine Piette, Ergonomist
- Gérard Turcotte, Assistant to the Head of Policies for Individuals

LOCATIONS

The ministère des Finances operates in five buildings located in Québec City and Montréal:

IN QUÉBEC

- 12, rue Saint-Louis
- 8, rue Cook
- 1058, L.-A.-Taschereau
- 333, Grande Allée

IN MONTRÉAL

- 380, Saint-Antoine Ouest

The steps and measures taken in the course of our commitments may differ depending on the location concerned. Information on the locations and the responsible persons are given in Appendix 2.

MEASURES PREVIOUSLY TAKEN

PHYSICAL ACCESSIBILITY

- The premises of the ministère des Finances, including restrooms, are adapted and accessible for persons with reduced mobility.
- The corridors of our buildings are free of any object that could impede the movement of persons in a wheelchair or those with impaired sight.

ACCESS TO INFORMATION

- The Department has a website designed to make access to its information easier for handicapped persons. The website's interface, document formats and navigation tools have been adapted for persons with various eyesight limitations.
- Note that the budget speech, delivered each year in the National Assembly, is webcast on the website.

RECEPTION

- The staff of the Épargne Placements Québec call centre is trained in and aware of the importance of being vigilant to the special needs of its customers.
- Épargne Placements Québec uses Bell Relay to communicate with people who have a telecommunications device for the deaf (TDD).

DOTATION

- Les pratiques de dotation du Ministère sont alignées sur les orientations et les exigences gouvernementales en matière d'accès à l'égalité. Le personnel de la Direction des ressources humaines assure la promotion de l'embauche de personnes handicapées auprès des gestionnaires. Des mesures d'évaluation particulières sont également prévues pour permettre l'accès à toute personne désireuse de postuler un emploi.

ENDOWMENT

- The Department's endowment practices are consistent with government positions and requirements regarding equal access. Staff of the Direction des ressources humaines encourages managers to hire handicapped persons. Special assessment measures are also in place to enable access to any person wishing to apply for a job.

EMERGENCY EVACUATION

- An emergency evacuation protocol is in force for persons in need of assistance, in particular handicapped persons.

STAFF TRAINING AND AWARENESS

- Training given to webmasters includes a segment dealing with adapted information technologies and the design of accessible websites.

REVIEW OF MEASURES TAKEN DURING 2007-2008

FIELDS	COMMITMENTS ANNOUNCED	MEASURES ANNOUNCED	RESPONSIBLE ENTITIES	FOLLOW-UP
PHYSICAL ACCESSIBILITY	See that exterior access points to buildings stay in line with policy and safe.	Verify accessibility from indoor parking areas. See to it that entrances and outdoor parking areas stay cleared of snow and ice.	Service des ressources matérielles.	Accomplished. Ongoing.
EMERGENCY MEASURES	Assess evacuation measures in relation to attendants.	Ensure that attendants are known to work colleagues. Identify replacements.	Direction des ressources humaines.	Accomplished. Ongoing.
CUSTOMER SUPPORT	See to the continuous updating of information relating to special conditions.	Encourage the persons concerned to make the changes that may affect their condition and see that they know whom to inform.	Direction des ressources humaines or Direction des ressources financières et matérielles.	Accomplished. Ongoing.
RECEPTION OF NEW EMPLOYEES	See to it that the workstation or other arrangement is ready and appropriate to the particular needs of the employee from the time he commences employment.	Check that the "C2" system enables the particular needs of handicapped persons to be accommodated. Make any necessary changes.	Direction principale des systèmes d'information and Direction des ressources humaines.	Verification carried out. However, the measure differs from what was announced. Instead, the procurement sector advises the resource-persons concerned (ergonomist, emergency measures coordinator, etc.).
CUSTOMER SATISFACTION	Monitor the needs and degree of satisfaction of the persons concerned.	Periodically communicate with persons who have a handicap to see how satisfied they are with the measures taken.	Direction des ressources humaines.	Measure revised. People are invited, from the time of their arrival, to make their needs known at any time, as well as how satisfied they are.

2008-2009 COMMITMENTS

Further to the commitments the Department fulfilled in 2007-2008, which are part of its ongoing effort, the following commitments have been added for 2008-2009:

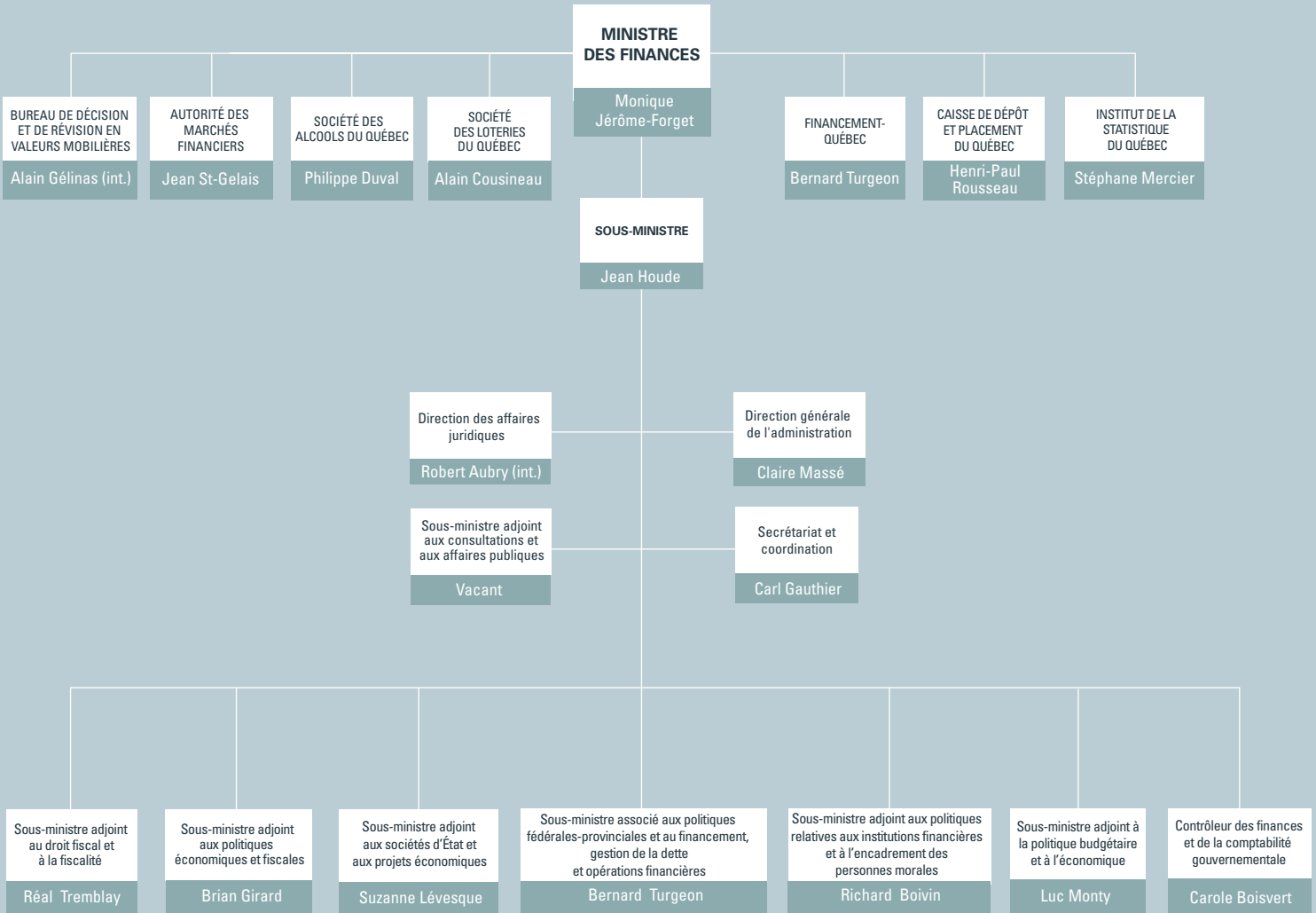
FIELDS	COMMITMENTS	MEASURES	RESPONSIBLE ENTITIES
INFORMATION	Make known the handicapped persons action plan.	Announce the posting of the action plan on the Department's website and invite personnel to read it and provide comments.	Direction des ressources humaines Direction des communications
AWARENESS	See to it that, in carrying out their duties, Department employees think of how potential obstacles can be attenuated or eliminated.	Awareness campaign, reminders.	Direction des ressources humaines
EVACUATION MEASURES	See to it that emergency evacuation systems meet special needs.	For each building, check access points and the special equipment that may be needed in case of evacuation.	Direction des ressources humaines working with the Direction des ressources financières et matérielles and the S.I.Q.

REFERENCES:

- Act to secure handicapped persons in the exercise of their rights with a view to achieving, social, school and workplace integration (R.S.Q., chapter E-20.1)
- Website of the Office des personnes handicapées du Québec : www.ophq.gouv.qc.ca
- Website of the ministère des Finances : www.finances.gouv.qc.ca
- Website of the Régie du bâtiment : www.rbq.gouv.qc.ca

APPENDIX

APPENDIX 1: Ministère des Finances organization chart



APPENDIX 2 : Persons involved in the 2008-2009 action plan

Persons responsible for emergency measures and substitutes:

BUILDINGS	PERSONS RESPONSIBLE	SUBSTITUTES
12, Saint-Louis Québec (Québec) G1R 5L3	Sophie TREMBLAY Direction des ressources financières et matérielles 418 644-8370 sophie.tremblay@finances.gouv.qc.ca	Marie-Andrée TURCOTTE Direction des ressources financières et matérielles 418 644-8407 marie-andree.turcotte@finances.gouv.qc.ca
8, Cook Québec (Québec) G1R 0A4	Thierry HAYET Direction principale des systèmes d'information 418 644-7836 thierry.hayet@finances.gouv.qc.ca	Paul-Émile VAILLANCOURT Direction de la gestion de l'encaisse 418 643-5706 paul-emile.vaillancourt@finances.gouv.qc.ca
1058, L.-A.-Taschereau Québec (Québec) G1R 5T2	Serge RIVERIN CF- Direction générale de la coordination et du support à l'évaluation des contrôles 418 643-3782 serge.riverin@cf.gouv.qc.ca	
333, Grande Allée Québec (Québec) G1R 5W3	Jacques BEAULIEU 418 521-6412	
380, Saint-Antoine Ouest Montréal (Québec) H2Y 3X7	Mario COUTURE Direction générale de l'encadrement du développement du secteur financier et des personnes morales 514 499-6563	René CLÉMENT Service à la clientèle SITQ 514 982-4705 rene.clement@sitq.com

Task force and addresses:

Claire Massé, Chief of Administration
12, rue Saint-Louis
Québec (Québec) G1R 5L3

Doris Bissonnette, agente de recherche – Researcher – Task Force Coordinator
8, rue Cook
Québec (Québec) G1R 0A4

Guylaine Rousseau, Head of Financial and Physical Resources
12, rue Saint-Louis
Québec (Québec) G1R 5L3

Paul L'Archevêque, Head of Human Resources
8, rue Cook
Québec (Québec) G1R 0A4

Catherine Piette, Ergonomist
8, rue Cook
Québec (Québec) G1R 0A4

Gérard Turcotte, Assistant to the Chief of Policies for Individuals
12, rue Saint-Louis
Québec (Québec) G1R 5L3