

## PSSDC Information-Sharing Template – October 2017

JURISDICTION: ONTARIO		Contact
<p><b>1. Accomplishments:</b> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p><b>Gender Identity Policy</b></p> <ul style="list-style-type: none"> <li>• In August 2016, ServiceOntario launched public consultations on how to collect, retain and display sex and gender information on government IDs and forms to ensure Ontario the fair, ethical and equitable treatment of people with trans and non-binary gender identity. The province completed in-person and online consultations in September 2016. To date, the province has received input from nearly 3,700 unique respondents with almost 1/3 coming in the first week of consultations alone. In March 2017, the gender identity policy was approved by Cabinet and announced across the Ontario Public Service (OPS).</li> <li>• In May 2017, ServiceOntario completed the public stakeholder policy launch, shared a ministry implementation toolkit, and released an interactive tool to support all ministries.</li> <li>• At present, all ministries are developing implementation plans to comply with the new policy, including ServiceOntario. ServiceOntario is reviewing affected programs and products with a focus on the birth certificate, which is Ontario's foundational identity document.</li> <li>• In July 2017, ServiceOntario completed the policy review and stakeholder consultations regarding a gender neutral birth certificate to align with the gender identity policy. The key stakeholders who participated in the consultations included the Ministries of Government and Consumer Services, Transportation, Health and Long-Term Care and Children and Youth Services. Others consulted included the Vital Statistics Council for Canada, the Canada Border Services Agency, Immigration, Refugees and Citizenship Canada, Indigenous and Northern Affairs Canada, the Royal Canadian Mounted Police, Service Canada, the Treasury Board of Canada Secretariat, Statistics Canada, Correctional Service of Canada and the Ontario Provincial Police.</li> </ul> <p><b>Identity Management</b></p> <ul style="list-style-type: none"> <li>• Ontario's Enterprise Digital Identity Policy Framework Cabinet Submission which will guide the design and development of a Digital Identity Program for Ontario was recently approved by Cabinet.</li> <li>• Through the Small Business Innovation Challenge (SBIC), Ministry of Government and Consumer Services (MGCS) sought out innovative proposals</li> </ul>	<p><b>Anne Matthews</b> Director, Partnerships, ServiceOntario, Ministry of Government and Consumer Services 416-325-8783 <a href="mailto:anne.matthews@ontario.ca">anne.matthews@ontario.ca</a></p>

from Ontario-based small and medium sized enterprises (SMEs) to help solve Ontario's Digital Identity (DI) challenge. The proposals were evaluated by an external independent expert panel. The selected SMEs will be awarded up to \$1 million each to develop and prove out the applicability of their solutions to help inform Ontario's longer term DI strategy.

### Services to Business

- BizPaL shows an entrepreneur all the permits and licences they need to start or grow their business, and is customized by their location, type of business and specific business activities. It helps reduce business start-up time.
  - ServiceOntario continues to **expand the adoption of the BizPaL** service at the municipal and regional levels. This past year, 15 new municipalities and one new county were added.
  - ServiceOntario measures its success partly based on percentage of the Ontario population who have access to BizPaL at the municipal level, and that has increased by 2.5% to 82.5%. This translates to new access for more than 330,000 Ontarians in diverse groups across the province.
- ServiceOntario continues its efforts to **expand the use of the Business Number** as the common identifier in Ontario and onboard ministry programs to the Business Directory (the BN hub for Ontario). In 2016 the Transfer Payment Common Registration system developed a system-to-system connection to the Business Directory and began using the BN as a common identifier.
- In April 2017, Ontario government in partnership with ISED (Innovation, Science, and Economic Development Canada) and City of Toronto kicked off a project aimed at exploring the **use of Distributed Ledger Technology in enabling the delivery of digital government services and data sharing** across multiple orders of government. Over the course of 15 weeks and through three month-long sprints, restaurant business registration & licensing proof-of-concept solution was built, with Blockchain as part of technology solution, resulted in an increased technical fluency and knowledge of blockchain technology by the cross-functional teams from the participating organizations.

### Services Reboot

As part of the service reboot initiative to redesign existing ServiceOntario websites, service design principles and agile development cycles were used to make enhancements to the following services:

- **Service Finder:** allows clients to find online services and in person locations for ServiceOntario services. The usability of this site has been enhanced and

	<p>promotes the use of online channel using nudge messaging where the applicable - (launched March 2017).</p> <ul style="list-style-type: none"> <li>• <b>Integrated Address Change:</b> by improving the verification processes, this website allows clients to easily change their address for their health card and driver's licence in one online transaction - (launched March 2017).</li> <li>• <b>Email Reminders:</b> this service allows clients to sign up for email reminder notices for plate sticker and driver's licence renewals in a simple registration process and provides clients with multiple email reminders and link to complete their transactions online – (plate sticker renewal reminders launched January 2017, driver's licence renewal reminders launched August 2017).</li> </ul>	
<p><b>2. <u>Priorities:</u></b> Briefly describe what your organization sees as its <b>top service delivery priorities/initiatives over the next 12 to 36 months.</b></p>	<p><b>Gender Identity Policy</b></p> <ul style="list-style-type: none"> <li>• All Ontario ministries will be reporting to the Treasury Board/Management Board of Cabinet via the annual Program Review, Renewal and Transformation process on the status of ministry implementation plans regarding the gender identity policy.</li> <li>• ServiceOntario is also actively exploring with all ministries the potential to expand the gender identity policy to provincial agencies.</li> <li>• As a key next step, implementation of a gender neutral birth certificate is planned for 2018 pending any legislative or regulatory approvals. ServiceOntario is still in the policy development phase.</li> </ul> <p><b>Identity Management</b></p> <ul style="list-style-type: none"> <li>• Ontario is working to build an enterprise digital identity program that will enable Ontarians to digitally prove who they are in a common, secure, user friendly and privacy-enhancing method when interacting with all levels of government and the private sector.</li> <li>• Ontario also continues to support the effort to develop a Pan-Canadian Trust Framework to support the exchange of information between key partners at the federal, provincial and territorial levels.</li> <li>• In order to determine the best type of business and technology solution for Ontario's DI program, Ministry of Government and Consumer Services is utilizing pilots as a way of testing out assumptions about user/client preference as well as assess market interest and capabilities for each of the components listed above. The learnings from these pilots and proofs of concepts will inform the design of</li> </ul>	<p><b>Rakhi Lad</b> Director, Policy, ServiceOntario, Ministry of Government and Consumer Services 416-314-1201 <a href="mailto:rakhi.lad@ontario.ca">rakhi.lad@ontario.ca</a></p> <p><b>Lisa Vescio</b> (A) Director, Digital Planning, ServiceOntario, Ministry of Government and Consumer Services 416-212-1976 <a href="mailto:lisa.vescio@ontario.ca">lisa.vescio@ontario.ca</a></p>



<p><b>3. <u>Showcase/Sharing:</u></b> Are there <b>any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing</b> in their own jurisdiction? (This information will help in agenda planning for future meetings.)</p>	<ul style="list-style-type: none"> <li>On August 16, 2017, <b>Ontario and Anishinabek Nation signed a historic education agreement</b> will support the achievement and well-being of Anishinabek students through enhanced collaboration between the participating First Nations and the Government of Ontario. The agreement will support the transition of students between Anishinabek First Nations' schools and schools in the provincially-funded education system; Foster engagement and participation of students, parents, families and communities to realize the goal of improved student achievement and well-being; Enhance collaboration between participating First Nations, the Kinooaadziwin Education Body, Ontario and school boards, including data and information sharing; and Support the advancement of Anishinabek language and culture, and the knowledge of Anishinabek First Nations' histories, perspectives and contributions within Anishinabek First Nations' schools and provincially-funded schools.</li> <li>On August 9, 2017, Ontario launched its new all-women <b>Ontario Digital Service Lab</b>, a space dedicated to user experience design for the government's digital services. The Ontario Digital Service Lab will focus on improving the government's digital offering, which includes changing the Ontario.ca website so it is more user-friendly, and working with other ministries to make it more convenient for the public to interact with the government.</li> <li>On August 3, 2017, Ontario announce that women with a valid health card and prescription from their doctor or nurse practitioner will be able to get the <b>abortion pill Mifegymiso for free</b> at participating pharmacies across the province. The drug is taken to medically terminate an early pregnancy. It is a safe, effective and non-invasive alternative to a surgical abortion that women can administer themselves. By making it available at no cost, Ontario is giving women more autonomy around their reproductive health, removing a financial barrier, and increasing equity of access to abortion – particularly in rural and remote areas.</li> <li>On July 31, 2017, Ontario and Michigan launched <b>Canada's first cross-border automated vehicle test drive</b>. Ontario's Magna International and Michigan's Continental Automotive North America provided the demonstration vehicles that have innovative features like traffic jam assist, lane keeping, and technology that measures driver fatigue, attention and engagement.</li> <li>In July 2017, <b>Ontario sought public input on the Federal Government's plan to legalize cannabis</b>. Specifically, Ontario is interested in hearing about how it should approach cannabis legalization in a way that protects youth, prevents harm and ensures that Ontario's roads continue to be among the safest in North America. The newly created Ontario Legalization of Cannabis Secretariat also hosted a series of expert forums and engagement sessions this summer on the potential impacts of cannabis legalization. The province will hear from a broad range of participants including municipal partners, public health experts, law</li> </ul>	<p><b>Anne Matthews</b> Director, Partnerships, ServiceOntario, Ministry of Government and Consumer Services 416-325-8783 <a href="mailto:anne.matthews@ontario.ca">anne.matthews@ontario.ca</a></p>
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	enforcement, community agencies, youth advocates, Indigenous communities and licenced producers.	
<b>4. <u>Issues and Needs:</u></b> Briefly describe <b>any service delivery issues you would like to share</b> with the Council and what assistance you might be seeking from PSSDC.	<b>Gender Identity and Sex Information on Government Products and Forms</b>  Ontario is interested in information on how other jurisdictions approach the following key issues: <ul style="list-style-type: none"> <li>• When will a gender neutral option on the Canadian Passport be available? Will the policy approach consider that birth certificates are also moving to a gender neutral option which may include not have sex displayed at all or having an X option? Passport Canada may no longer be able to rely on birth certificates to give them information about a person's sex?</li> <li>• How will other jurisdictions make changes to the way they collect and display gender identity and/ or sex information for their birth certificate?</li> </ul>	<b>Rakhi Lad</b> Director, Policy, ServiceOntario, Ministry of Government and Consumer Services 416- 314-1201 <a href="mailto:rakhi.lad@ontario.ca">rakhi.lad@ontario.ca</a>