# Canadore College – Multi-Year Accessibility Plan – January 1, 2013

## A. Accessibility for Ontarians with Disabilities Act

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA) which requires that Ontario be an accessible province by 2025.

To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out specific accessibility standards in five areas:

- Customer service
- Information and communications
- Employment
- Transportation
- Built Environment.

The accessibility standard for customer service came into force in 2008.

The information and communications, employment, and transportation standards have now been enacted as Ontario Regulation 191/11 – the Integrated Accessibility Standards.  These standards are being phased in over time.

The standard for the built environment, which applies to facilities and outdoor spaces, is still in development.

Canadore College introduced its first accessibility plan in 2003.  This plan outlined a number of accomplishments the college achieved over the last several years in terms of barrier removal, and the steps taken to prevent barriers.

This multi-year accessibility plan builds on our previous work in creating an accessible environment, identifies our accomplishments to date, and outlines the next steps in our efforts to identify and remove barriers for people with disabilities.

## B.  Commitment to Accessibility

Canadore College supports the intent of the AODA and its goal of achieving accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodations, employment, buildings, structures and premises on or before January 1, 2026.  We are committed to building an inclusive community that includes accessible learning and work environments.  Our organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner is imbedded in the college's accessibility policies and procedures.

## C.  Multi-Year Accessibility Plan

**Part I: General Standards – s.3, s.4, s.5**

| AODA Standards / Regulation Reference O. Reg.191/11, s. 3 | I: Accessibility Policies | | Deadline: January 1, 2013 |
|---|---|---|---|
| | DELIVERABLES | ACTIVITIES | Responsibility |
| Establish accessibility policies. | Accessibility for Persons with Disabilities Policy and Procedures reviewed to ensure compliance with the IASR. | Review the existing Policy and Procedures to ensure compliance with IASR.  Board of Governors approved Policy, June 2012. | Human Resources, June 2012 |
| AODA Standards / Regulation Reference O. Reg.191/11, s. 4 | I: Multi-year Accessibility Plans | | Deadline: January 1, 2013 |
| | DELIVERABLES | ACTIVITIES | Responsibility |
| Establish multi-year accessibility plan to be reviewed at least once every five years. | A multi-year accessibility plan approved by Executive Team | Develop a 3-year plan in consultation with key stakeholders and presented to the Executive Team for approval. | Human Resources, Dec 2012 |

| | | | |
|---|---|---|---|
| Conduct consultation. | 1st draft of plan | Review with administrative team. Consultation with persons with disabilities. | Human Resources, Executive Team, Nov/Dec 2012 |
| Prepare annual status report. | An Annual Report is approved by the Executive team. | Review the plan on an annual basis, complete a status report and post it to the web and portal. | Human Resources |
| **AODA Standards / Regulation Reference O. Reg.191/11, s. 5** | **I: Procuring or Acquiring Goods, Services or Facilities**      **Deadline: January 1, 2013** | | |
| | **DELIVERABLES** | **ACTIVITIES** | **Responsibility** |
| Incorporate accessibility criteria and features. | Develop accessibility specification criteria and features to be applied when procuring or acquiring goods, services or facilities through the Purchasing process. | Create guidelines for each department that are available on the Purchasing webpage and portal.<br><br>Include accessibility requirements on RFPs. | Finance |
| Provide explanation if impracticable. | | | Finance |

3

**Part I: General Standards – s.6, s.7**

| AODA Standards / Regulation Reference O. Reg.191/11, s. 6 | I: Self-service Kiosks | | Deadline: January 1, 2013 |
|---|---|---|---|
| | DELIVERABLES | ACTIVITIES | Responsibility |
| Incorporate accessibility features. | All self-service kiosks on all campuses will be accessible. | Audit all kiosks to ensure they are compliant. | Facilities, Finance |
| AODA Standards / Regulation Reference O. Reg.191/11, s. 7(1) | I: Training | | Deadline: January 1, 2014 |
| | DELIVERABLES | ACTIVITIES | Responsibility |
| Provide training on accessibility standards and Human Rights Code. | All employees will be trained on accessibility and the Ontario Human Rights Code as they pertain to persons with disabilities. | Implement an Ontario Human Rights training module for all employees and develop a tracking system to ensure compliance. | Quality Learning, Teaching & Innovation, Human Resources |

Note: Date in right-hand column refers to projected completion date.

**Part II: Information and Communication Standards – s.11, s.12, s.13**

| AODA Standards / Regulation Reference O. Reg.191/11, s. 11 | II: Feedback Processes | | Deadline: January 1, 2014 |
|---|---|---|---|
| | **DELIVERABLES** | **ACTIVITIES** | **Responsibility** |
| Ensure feedback processes are accessible. | On-line feedback mechanism allows individuals to offer timely feedback on accessibility issues. | Review feedback mechanism for functionality and compile results annually for review. | Student Services, Marketing |
| **AODA Standards / Regulation Reference O. Reg.191/11, s. 12** | II: Accessible Formats and Communication Supports | | Deadline: January 1, 2015 |
| | **DELIVERABLES** | **ACTIVITIES** | **Responsibility** |
| Provide accessible formats and communication supports. | All areas of the college provide accessible formats and communication supports in a timely manner at no additional cost. | Identify possible formats and supports required and whether to source expertise internally or externally. Ensure all college communications can be provided in accessible formats. | Marketing, IT Services, Facilities. |
| Consult with person requesting. | Offer an individualized response to all requests. | Inform employees of the range of formats and supports available ad how to provide them in consultation with clients. | |
| Notify public of availability. | Online and print customer service notifications of availability. | Identify web and portal locations for key messaging.  Identify physical location for signage, such as Registrar's Office, Marketing and Security. | |

| AODA Standards / Regulation Reference O. Reg.191/11, s. 13 | II: Emergency Procedure Plans and Public Safety Information   Deadline: January 1, 2012 | | |
|---|---|---|---|
| | DELIVERABLES | ACTIVITIES | Responsibility |
| Make emergency procedure and public safety information accessible upon request. | If it is determined to be in the best interests of public safety to post Emergency Plan and Procedures, they will be posted on the portals and website and students and employees will be informed of their existence. | Review Plan to determine whether it is in the best interests of public safety to disclose the college's Emergency Plan and Procedures. | Facilities |

**Part II: Information and Communication Standards – s.14, s.15**

| AODA Standards / Regulation Reference O. Reg.191/11, s. 14 | II: Accessible Web Sites and Web Content | | Deadline: See below |
|---|---|---|---|
| | **DELIVERABLES** | **ACTIVITIES** | **Responsibility** |
| Ensure websites and web content conform to guidelines.<br><br>New websites and web content to **Level A** by January 1, 2014.<br><br>All websites and web content to **Level AA** by January 1, 2021. | Website conforms to WCAG 2.0 Level A and Level AA per timelines. Student and iCan portals are assessed for compliance. | - Train key staff on WCAG 2.0 guidelines<br>- Analyze site and develop implementation plans<br>- Carry out site development<br>- Develop policies on site maintenance | IT Services and Marketing |

| AODA Standards / Regulation Reference o. Reg.191/11, s. 15 | II: Educational & Training Resources and Materials | | Deadline: January 1, 2013 |
|---|---|---|---|
| | **DELIVERABLES** | **ACTIVITIES** | **Responsibility** |
| If notification of need is given, provide accessible or conversion-ready electronic format of educational or training resources / material as needed. | If notification of need is given, provide educational and training resources and materials in an accessible format that takes into account the accessibility needs of the person with a disability. | - Complete an inventory of current materials and resources used in all schools.<br>- Develop implementation plans.<br>- Carry out the plan to provide conversions. | Print Shop, Follett, Student Services |
| If notification of need is given, provide program | If notification of need is given, student records and | - Analyze student records and develop implementation plans for conversion. | Registrar's Office, IT |

| information and student records in accessible format. | information on program requirements, schedules and descriptions are available in an accessible format. | - Carry out required technical changes.<br>- Develop policies on records maintenance. | Services |
|---|---|---|---|

**Part II: Information and Communication Standards – s.16, s.17**

| AODA Standards / Regulation Reference o. Reg.191/11, s. 16 | II: Training to Educators | | Deadline: January 1, 2013 |
|---|---|---|---|
| | **DELIVERABLES** | **ACTIVITIES** | **Responsibility** |
| Provide accessibility awareness training to faculty and instructors. | All faculty will be trained in accessibility awareness and universal instructional design principles. | Implement the Accessibility Awareness training modules from Ontario Colleges Tool Kit for educators. | QLTI and Human Resources |
| Keep a record of the training provided, including dates and number of people trained. | All faculty training will be tracked. | Implement tracking process. | QLTI and Human Resources |
| **AODA Standards / Regulation Reference o. Reg.191/11, s. 17** | II: Producers of Educational or Training Materials | | Deadline: see below |
| | **DELIVERABLES** | **ACTIVITIES** | **Responsibility** |
| Provide accessible format or conversion-ready textbooks produced by the college by **January 1, 2015.** | All college textbooks have accessible or conversion-ready versions available upon request. | - Complete an inventory of current print materials used in all schools.<br>- Develop implementation plans and carry out the plan to provide conversions. | Follett, Print Shop, Student Services |
| Provide accessible format or conversion-ready print-based educational or training learning resources | | | Follett, Print Shop, Student Services |

| | | | |
|---|---|---|---|
| produced by the college by **January 1, 2020**. | | | |

Note: Date in right-hand column refers to projected completion date.

**Part III: Employment Standards – s.22, s.23, s.24**

| AODA Standards / Regulation Reference o. Reg.191/11, s. 22 | III: Recruitment, General | | Deadline: January 1, 2014 |
|---|---|---|---|
| | **DELIVERABLES** | **ACTIVITIES** | **Responsibility** |
| Notify about accommodation in recruitment process. | Prospective applicants are advised of the availability of accommodations. | - Create an accommodation policy based on the Ontario Colleges tool kit template. | Human Resources |
| **AODA Standards / Regulation Reference o. Reg.191/11, s.23** | III: Recruitment, Assessment or Selection process | | Deadline: January 1, 2014 |
| | **DELIVERABLES** | **ACTIVITIES** | **Responsibility** |
| Notify applicants selected that accommodations are available upon request. | Selected applicants are advised of the availability of accommodations. | - Revise communication with selected applicants and provide policy reference.<br>- Notification re. accommodation posted on HR website. | Human Resources |
| Provide suitable accommodation upon request. | Applicants with disabilities receive appropriate accommodations. | - Review interview procedures for accessibility barriers. | Human Resources |
| **AODA Standards / Regulation Reference o. Reg.191/11, s. 24** | III: Notice to Successful Applicants | | Deadline: January 1, 2014 |
| | **DELIVERABLES** | **ACTIVITIES** | **Responsibility** |
| Notify successful applicant of accommodation policies. | New employees are advised of the accommodation policy. | Update the hiring package to include information on the accommodation policy. | Human Resources |

**Part III: Employment Standards – s.25, s.26**

| AODA Standards / Regulation Reference o. Reg.191/11, s. 25 | III: Informing employees of supports | | Deadline: January 1, 2014 |
|---|---|---|---|
| | **DELIVERABLES** | **ACTIVITIES** | **Responsibility** |
| Tell employees of policies supporting employees with disabilities. | All employees are informed of the Accessibility for Persons with Disabilities policy. | Communicate with all employees about the policy and their right to support. | Human Resources |
| Provide information to new employees. | All new employees receive information about the policy during orientation. | Ensure the on boarding program includes the policy. | Human Resources |
| Provide updated information on accommodations policies. | All employees are informed whenever there is a change to existing accommodation policies. | Communicate with employees whenever there is a change to existing accommodation policies. | Human Resources |
| AODA Standards / Regulation Reference o. Reg.191/11, s. 26 | III: Accessible Formats and Communication Supports for employees January 1, 2014 | | Deadline: |
| | **DELIVERABLES** | **ACTIVITIES** | **Responsibility** |
| Provide accessible formats and communications supports for job or workplace information. | Alternative formats and supports are provided upon request, in consultation with the employees; conversion-ready documents and electronic communications are the established standard for all college communications. | - Establish a point of contact for employees within HR and inform all employees of how to access support.<br>- Encourage all areas of the college to create conversion-ready documents and electronic communications to eliminate the barriers caused by paper documents and communications. | Human Resources |

| Consult with employee to determine suitability of format or support. | Information is gathered directly from the employee, | - Encourage regular feedback with employees. | Human Resources |
|---|---|---|---|

**Part III: Employment Standards – s.27**

| AODA Standards / Regulation Reference o. Reg.191/11, s. 27 | III: Workplace Emergency Response Information | | Deadline: January 1, 2012 |
|---|---|---|---|
| | DELIVERABLES | ACTIVITIES | Responsibility |
| Provide individualized workplace emergency response information. | Employees with disabilities receive an individualized emergency plan, kept jointly by HR and Security. | Communicate with employees regarding the right to request for individualized emergency plans. | Security |
| Provide information to person designated to provide assistance upon consent. | Persons providing assistance are informed of plans and their role, and are advised of any changes. | | Security |
| Provide information as soon as practicable. | Information is provided as soon as practicable. | | Security |
| Review individualized workplace emergency response information. | Employees and managers are notified annually to update their plans with Security. | Communicate with all employees on an annual basis and update plans as necessary on an ongoing basis. | Security |

14

## Part III: Employment Standards – s.28

| AODA Standards / Regulation Reference o. Reg.191/11, s. 28 | III: Documented Individual Accommodation Plans | | Deadline: January 1, 2014 |
| --- | --- | --- | --- |
| | DELIVERABLES | ACTIVITIES | Responsibility |
| Develop written process for documented individual accommodation plans. | Employees with disabilities receive documented individual accommodation plans. | Communicate with employees regarding the right to request individual accommodation plans. | Human Resources |
| Include prescribed elements in process:<br>• how employee can participate.<br>• how employee will be assessed.<br>• how employer can request accommodation be achieved.<br>• how employee can request participation of union representative.<br>• how employee's personal information will remain private.<br>• how, and how often, plan will be reviewed and updated.<br>• how reasons for denied request will be | Documented individual accommodation plans will include the elements listed in the IASR. | | Human Resources |

| | | | |
|---|---|---|---|
| communicated.<br>• how plan will be<br>   provided to employee. | | | |

## Part III: Employment Standards – s.29, s.30, s.31

| AODA Standards / Regulation Reference o. Reg.191/11, s. 29 | III: Return-to-work Process | | Deadline: January 1, 2014 |
|---|---|---|---|
| | DELIVERABLES | ACTIVITIES | Responsibility |
| Develop a documented return-to-work process. | Canadore's RTW Protocol meets AODA standards. | Review RTW Protocol and revise as necessary using Ontario Colleges Tool Kit template as a model. | Human Resources |
| Include steps employer will take; use documented individual accommodation plans. | RTW Protocol includes steps employer will take and will use documented individual accommodation plans. | Review RTW Protocol and revise as necessary. | Human Resources |
| **AODA Standards / Regulation Reference o. Reg.191/11, s. 30** | **III: Performance Management** | | **Deadline: January 1, 2014** |
| | DELIVERABLES | ACTIVITIES | Responsibility |
| Include accessibility considerations in performance management processes. | Processes take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans. | Review performance management processes and revise as necessary. | Human Resources |
| **AODA Standards / Regulation Reference o. Reg.191/11, s. 31** | **III: Career Development** | | **Deadline: January 1, 2014** |
| | DELIVERABLES | ACTIVITIES | Responsibility |
| Include accessibility considerations in career development and advancement | Processes take into account the accessibility needs of its employees with disabilities as well as any | Review career development and advancement processes and revise as necessary. | Human Resources. |

| | | | |
|---|---|---|---|
| processes. | individual accommodation plans. | | |

**Part III: Employment Standards – s.32**

| AODA Standards / Regulation Reference o. Reg.191/11, s. 32 | III: Redeployment | | Deadline: January 1, 2014 |
|---|---|---|---|
| | DELIVERABLES | ACTIVITIES | Responsibility |
| Include accessibility considerations in redeployment processes. | A barrier-free redeployment process for employees with disabilities. | Review redeployment processes for possible barriers | Human Resources |

## Compliance Timeline

| Section | January 1 of | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
| s.3: Establish accessibility policies | 🟨 | 🟨 | | | | | | | | | |
| s.4: Establish multi-year plan; conduct consultation; prepare annual status report | 🟨 | 🟨 | | | | | | | | | |
| s.5 Incorporate access criteria in procuring/acquiring goods/services/facilities | 🟨 | 🟨 | | | | | | | | | |
| s.6 Incorporate access features in self-service kiosks | 🟨 | 🟨 | | | | | | | | | |
| s.7 Provide OHRC training | 🟨 | 🟨 | 🟨 | | | | | | | | |
| s.11 Ensure accessible feedback processes | 🟩 | 🟩 | 🟩 | | | | | | | | |
| s.12 Provide accessible formats and communication supports, notify public about availability | 🟩 | 🟩 | 🟩 | 🟩 | | | | | | | |
| s.13 Make emergency procedure plans and safety information accessible | 🟩 | | | | | | | | | | |
| s.14 Make new websites and web content conform to WCAG 2.0 Level A | 🟩 | 🟩 | 🟩 | 🟩 | | | | | | | |
| s.14 Make all websites and web content conform to WCAG 2.0 Level AA | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | |
| s.15 Provide accessible / conversion ready educational training material or resources | 🟩 | 🟩 | | | | | | | | | |
| s.15 Provide program info and student records in accessible format | 🟩 | 🟩 | | | | | | | | | |
| s.16 Provide accessibility awareness training to teachers; keep records | 🟩 | 🟩 | | | | | | | | | |
| s.17 Provide accessible format / conversion ready textbooks (if producer) | 🟩 | 🟩 | 🟩 | 🟩 | | | | | | | |
| s.17 Provide accessible format / conversion ready print-based educational or training resources (if producer) | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | | |
| s.18 Libraries to provide accessible or conversion ready print-based resources on request | 🟩 | 🟩 | 🟩 | 🟩 | | | | | | | |
| s.18 Libraries to provide accessible or conversion ready digital or multi-media resources on request | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | 🟩 | | |
| s.22 Notify employees and public about accommodation available in recruitment process | 🟧 | 🟧 | 🟧 | | | | | | | | |

| Section | January 1 of | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
| s.23 Notify job applicants participating in assessment about accommodation available upon request; provide suitable accommodation on request | � | ▮ | ▮ | | | | | | | | |
| s.24 Notify successful applicant of accommodation policies | ▮ | ▮ | ▮ | | | | | | | | |
| s.25 Inform employees of accommodation policies | ▮ | ▮ | ▮ | | | | | | | | |
| s.25 Provide updated information to employees on changes to accommodation policies | ▮ | ▮ | ▮ | | | | | | | | |
| s.26 Provide suitable accessible format or conversion ready information needed to do job, or generally available in workplace, upon request | ▮ | ▮ | ▮ | | | | | | | | |
| s.27 Provide individualized emergency response information upon request as soon as practicable; review individualized information | ▮ | | | | | | | | | | |
| 2.28 Develop written process for developing documented individual accommodation plans | ▮ | ▮ | ▮ | | | | | | | | |
| s.29 Develop a documented return-to-work process | ▮ | ▮ | ▮ | | | | | | | | |
| s.30 Incorporate accessibility needs and accommodation plans in performance management process | ▮ | ▮ | ▮ | | | | | | | | |
| s.31 Incorporate accessibility needs and accommodation plans in career development process | ▮ | ▮ | ▮ | | | | | | | | |
| s.32 Incorporate accessibility needs and accommodation plans in redeployment process | ▮ | ▮ | ▮ | | | | | | | | |

Note: Coloured bar indicates the duration of time available to prepare for compliance. For example, accessibility policies (s.3) must be established by January 1, 2013.