

Canadore College – Multi-Year Accessibility Plan – January 1, 2019

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	2018 Update
	DELIVERABLES	ACTIVITIES	Responsibility	
Establish accessibility policies.	Accessibility for Persons with Disabilities Policy and Procedures reviewed to ensure compliance with the IASR. (Integrated Accessibility Standards)	Review the existing Policy and Procedures to ensure compliance with IASR. Board of Governors approved Policy, June 2012.	Human Resources, June 2012 NOTE: Human Resources now called Organizational Development & Talent Management (ODTM)	Reviewed & revised. Submitted to Board of Governors Nov. 2018 Anticipated approval Feb. 2019

AODA Standards / Regulation Reference O. Reg.191/11, s. 4	I: Multi-year Accessibility Plans			Deadline: January 1, 2013	2018 Update
	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		To be presented to Board of Governors early 2019
Conduct consultation.	1 st draft of plan	Review with administrative team. Consultation with persons with disabilities.	Human Resources, Executive Team, Nov/Dec 2012		Reviewed & revised with ODTM team Nov. 2018
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		Reviewed & revised with ODTM team Once approved, to be posted on web & portal
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. Include accessibility requirements on RFPs.	Finance		Purchasing webpage & portal (Bonfire & Merx) directs proponents to download documents directly from Bonfire. Screen reader compliant. "Accessibility for Ontarians with Disabilities Act" incorporated into each RFP All 24 colleges are part of purchasing email group.
Provide explanation if impracticable.			Finance		

Part I: General Standards – s.6, s.7

AODA Standards / Regulation Reference O. Reg.191/11, s. 7(1)	I: Training			Deadline: January 1, 2014	2018 Update
	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		Training completed & maintained. To implement Learning Management System (LMS) April 2019. This system will track mandatory training. ODTM committed to reviewing & revising modules in next 2 years. Once completed, modules to be inserted into LMS

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	2018 Update
	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		Variety of feedback options available (i.e. phone, toll-free, TDD, email, in person, Facebook, Twitter, Instagram, Pinterest, You Tube, LinkedIn)

AODA Standards / Regulation Reference O. Reg.191/11, s. 12	II: Accessible Formats and Communication Supports Deadline: January 1, 2015			2018 Update
	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.	Assistance provided to students (attending in-person or on-line students), & staff Print transcription completed in-house in a seamless fashion for students & staff Extensive repository of texts available
Consult with person requesting.	Offer an individualized response to all requests.	Inform employees of the range of formats and supports available and how to provide them in consultation with clients.		Academic Guide presented to all faculty & available on-line for all staff. "Partners in Success" workshops provided to all first-year students at start of each semester, including new orientation workshop geared to International students Variety of professional development offered to all staff during reading weeks (i.e. Faculty Guide review, Egale training, First Aid, Mental Health, Supporting Students in Distress,"C word for Consent, Bringing in the By-Stander, etc. as well as individual classroom visits as requested
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.		Completed

AODA Standards / Regulation Reference O. Reg.191/11, s. 13	II: Emergency Procedure Plans and Public Safety Information Deadline: January 1, 2012			2018 Update
	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	Emergency report rolled out to staff utilizing a variety of methods for lockdowns, campus closures, severe weather, violent incidents, fire alarms

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			2018 Update
	DELIVERABLES	ACTIVITIES	Responsibility	
Ensure websites and web content conform to guidelines. New websites and web content to Level A by January 1, 2014. 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.	<ul style="list-style-type: none"> - Train key staff on WCAG 2.0 guidelines - Analyze site and develop implementation plans - Carry out site development - Develop policies on site maintenance 	IT Services and Marketing	<p>Confirm Level A, and Level AA progress for 2021 Accessible documents - all in readable PDF format</p> <p>Had a WCAG 2.0 completed are close to meeting WCAG 2.0, Conformance Level AA. Will work on implementing recommendations over the next 12 months.</p>

AODA Standards / Regulation Reference o. Reg.191/11, s. 15	II: Educational & Training Resources and Materials Deadline: January 1, 2013			2018 Update
	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.	<ul style="list-style-type: none"> - Complete an inventory of current materials and resources used in all schools. - Develop implementation plans. - Carry out the plan to provide conversions. 	Print Shop, Follett, Student Services	Completed Academic Guide supports this
If notification of need is given, provide program information and student records in accessible format.	If notification of need is given, student records and information on program requirements, schedules and descriptions are available in an accessible format.	<ul style="list-style-type: none"> - Analyze student records and develop implementation plans for conversion. - Carry out required technical changes. - Develop policies on records maintenance. 	Registrar's Office, IT Services	Electronic & digital formats available

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	2018 Update
	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	<ul style="list-style-type: none"> • Accessibility Awareness Training for Educations • Customer Service Training • Integrated Accessibility Standards & Ontario Human Rights Code Training (training modules completed by all staff – f/t, p/t, student workers, volunteers) 	
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	ODTM staff collect certificates of completion & acknowledgements electronically from staff	

AODA Standards / Regulation Reference o. Reg.191/11, s. 17	II: Producers of Educational or Training Materials			Deadline: see below	2018 Update
	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.	<ul style="list-style-type: none"> - Complete an inventory of current print materials used in all schools. - Develop implementation plans and carry out the plan to provide conversions. 	Follett, Print Shop, Student Services	Completed Works continues by Student Services who are part of a consortium for digital textbooks	
Provide accessible format or conversion ready print-based educational or training learning resources produced by the college by January 1, 2020.			Follett, Print Shop, Student Services	Completed As additional requests received, Student Services implements	

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	2018 Update
	DELIVERABLES	ACTIVITIES	Responsibility		
Notify about accommodation in recruitment process.	Prospective applicants are advised of the availability of accommodations.	<ul style="list-style-type: none"> - Create an accommodation policy based on the Ontario Colleges tool kit template. 	Human Resources	Completed.	Information regarding the accommodation of individual needs of applicants contained within emails sent out by ODTM on all job postings
AODA Standards / Regulation Reference o. Reg.191/11, s.23	III: Recruitment, Assessment or Selection process			Deadline: January 1, 2014	2018 Update
	DELIVERABLES	ACTIVITIES	Responsibility		
Notify applicants selected that accommodations are available upon request.	Selected applicants are advised of the availability of accommodations.	<ul style="list-style-type: none"> - Revise communication with selected applicants and provide policy reference. - Notification regarding accommodation posted on HR website. 	Human Resources	Completed	
Provide suitable accommodation upon request.	Applicants with disabilities receive appropriate accommodations.	<ul style="list-style-type: none"> - Review interview procedures for accessibility barriers. 	Human Resources		ODTM responds to requests on an individual basis

AODA Standards / Regulation Reference o. Reg.191/11, s. 24	III: Notice to Successful Applicants			Deadline: January 1, 2014	2018 Update
	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	Orientation sessions facilitated for all staff 2 times per year	

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	2018 Update
	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	ODTM facilitates this to all staff via orientation sessions	
Provide information to new employees.	All new employees receive information about the policy during orientation.	Ensure the orientation program includes the policy.	Human Resources	ODTM facilitates this to all staff via orientation sessions	
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	Changes to existing policies communicated to all staff via email	

AODA Standards / Regulation Reference o. Reg.191/11, s. 26	III: Accessible Formats and Communication Supports for employees Deadline: January 1, 2014			2018 Update
	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.	<ul style="list-style-type: none"> - Establish a point of contact for employees within HR and inform all employees of how to access support. - 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	ODTM responsible for this and supports on an individual/as required bases (i.e. If support staff guide needed in braille, college employer council may look after or central HR – all colleges)
Consult with employee to determine suitability of format or support.	Information is gathered directly from the employee,	<ul style="list-style-type: none"> - Encourage regular feedback with employees. 	Human Resources	Done on an “as requested” basis by ODTM

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			2018 Update
	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	Information communicated at orientation sessions. Also ties into existing communication plan Individual requests accommodated
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	Safety & Security Plan engaged by Campus Safety, Security, Environmental and Corporate Services
Provide information as soon as practicable.	Information is provided as soon as practicable.		Security	Completed as required
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	Completed

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			2018 Update
	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	Return to Work process led by ODTM in conjunction with Campus Safety, Security, Environmental and Corporate Services
Include prescribed elements in process: <ul style="list-style-type: none"> • how employee can participate. • how employee will be assessed. • how employer can request accommodation be achieved. • how employee can request participation of union representative. • how employee's personal information will remain private. • how, and how often, plan will be reviewed and updated. how reasons for denied request will be communicated. • how plan will be provided to employee. 	Documented individual accommodation plans will include the elements listed in the IASR.		Human Resources	ODTM & Campus Safety, Security, Environmental and Corporate Services review employee job description & limitations of employee then determine written plan

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	2018 Update
	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		Done
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		ODTM & Campus Safety, Security, Environmental and Corporate Services review employee job description & limitations of employee then determine written plan
AODA Standards / Regulation Reference o. Reg.191/11, s. 30	III: Performance Management			Deadline: January 1, 2014	2018 Update
	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		Completed Determined on individual basis

AODA Standards / Regulation Reference o. Reg.191/11, s. 31	III: Career Development			Deadline: January 1, 2014	2018 Update
	DELIVERABLES	ACTIVITIES	Responsibility		
Include accessibility considerations in career development and advancement processes.	Processes take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans.	Review career development and advancement processes and revise as necessary.	Human Resources.	Completed	Determined on individual basis

Part III: Employment Standards – s.32

AODA Standards / Regulation Reference o. Reg.191/11, s. 32	III: Redeployment			Deadline: January 1, 2014	2018 Update
	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	Completed	Carried out on an individual basis

Compliance Timeline

Section	January 1 st 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 printbased 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 st 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.