

Loyalist College Multi-Year Accessibility Plan

2012 - 2016

Integrated Accessibility Standards Regulations (IASR)

Introduction:

The Ontario Legislature passed the Ontarians with Disabilities Act in 2001 with the intent to ensure full and equal participation of people with disabilities into mainstream society. In 2005, the province introduced the Accessibility for Ontarians with Disabilities Act (AODA), which seeks to ensure a fully accessible Ontario by 2025. This law moves from the concept of accommodation, where we make alterations on a per-person basis depending on that person's disability, to one of inclusion and accessibility where process, procedures, and policies are designed to be easily accessible to everyone.

For more information on the *Accessibility for Ontarians with Disabilities* (AODA), please visit: http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/index.aspx

AODA Multi-year Accessibility Plan:

In accordance with our organizational obligations under the AODA, Integrated Accessibility Standards (O. Reg. 191/11, s. 4 (1) (2)), the College has prepared this multi-year plan which contains deliverables and activities that will be worked on over the next 3 years. The multi-year plan is a fluid document and framework which provides high level deliverables and activities over the next 3 and 5 years.

An Integrated Accessibility Standards Tool Kit, funded by Colleges Ontario was developed by George Brown and Algonquin College. Loyalist College would like to thank both George Brown College and Algonquin College for providing such tremendous resources for the Ontario College Sector.

<u>Loyalist College AODA Advisory Committee</u>: is comprised of Human Resources Services, Student Success, AccessAbility Centre, and Teaching & Learning Office. The responsibility of this committee is to champion the successful implementation of accessibility initiatives as they relate to the AODA.

<u>Loyalist College AODA, Accessibility Working Group:</u> is comprised of stakeholders across the College, Senior Managers, Managers, Faculty and Support Staff Employees, and student representation. This committee is responsible for providing expertise and consultation on the identification and removal of barriers, and best practices as they relate to accessibility and AODA at Loyalist College.

Loyalist College Multi-Year IASR Plan 2012-16

Purple = Customer Service Standard

Green = Information and Communication Standards

Yellow = General Requirements

Orange = Employment Standards

Year	Customer Service Standard	Deliverables	Activities	Responsibility	Status		
	Standard				Complete	In Progress	On-going
2010	s. 3 Policies, practices, procedures	 Establish college CSS policy. Post Policy on college AODA Website page. Include a commitment statement in 	 Policy written, approved and posted on the Loyalist website page. Increase communication strategy around college-wide AODA CSS obligations. Statement included in CSS Policy. 	AccessAbility Centre ,Human Resources (HRS) College, Executive Team (CET) AccessAbility	X		Х
2010	s. 4 Use of service animals and support persons	CSS policy.	Statement included in C33 Folicy.	Centre, HRS,	^		
2010	s. 5 Notice of temporary disruptions	Include in CSS policy.Inform everyone of this obligation.	 Commitment written into policy. Notice of disruptions placed on AODA website when applicable. 	AODA Advisory Committee Facilities	X		х
			Signage used by facilities services as appropriate.Ensure regular communication to College	Services ITS Dept/Schools			X
2010	s. 6 Training for Staff	- Develop CSS training policy.	Community regarding this obligation Policy on CSS training incorporated into	AccessAbility	X		
		 Develop CSS training. Develop process to provide training on an on-going basis. Develop process to keep records of 	 CSS policy. College-wide directive and information sent regarding obligations for CSS training. 	Centre HRS CET	Х		
		training, dates and numbers trained.	 Communicated link to on-line training to all staff. Integrated the training requirement into 		X X		
			the HR hiring practices for all new employees		^		
			 Regularly report compliance to employees and managers regarded incomplete training. 				X

Year	Customer Service Standard	Deliverables	Activities	Responsibility		Status	
	Standard				Complete	In Progress	On-going
2010	s. 7 Feedback process s. 8 Notice of availability of	 Establish a process for feedback. Set up process on AODA website pages for feedback. Communicate Policy on AODA Website. 	 Established process. Feedback Form created and posted on the AODA website page. Review any improvement to the feedback process annually. Ensure feedback responses are timely. Resources available through staff portal and AODA web pages on how to create accessible documents. 	AccessAbility Centre HRS AccessAbility Centre HRS	X X		x x
2010	S 9. Format of documents	- Alternate format of documents covered by this regulation must take into account person's disability.	 AccessAbility Centre supports requests from students. Commitment to ensure that all materials are provided in accessible formats upon request. Delivery of workshops on accessible formats to all faculty and staff. 	AccessAbility Centre Teaching & Learning Office (TLO)		х	X X
Year	Information & Communication Standards	Deliverables	Activities	Responsibility	Complete	Status In Progress	On-going
2012	s. 13 Emergency and public safety information Make emergency procedure and public safety information accessible upon request	- Online feedback mechanisms allow students, employees and the public to offer timely feedback on accessibility issues.	 Emergency procedures documents and are accessible and posted on the AODA Website. Upgraded all evacuation/emergency signage for the Campus Annually review signage throughout the College. 	Facility Services OH&S AODA –Advisory Committee AODA Working Group	X X		х

Year	Employment	Deliverables	Activities	Responsibility		Status	
					Complete	In Progress	On-going
2012	s. 27 Workplace emergency response information Provide individualized workplace emergency response information as soon as practicable. Provide training to person designated to provide assistance upon consent. Review individualized workplace emergency response information.	 Employees with disabilities receive an individualized emergency plan (IERP), kept jointly by HR and Security. Persons providing assistance are informed of plans and their role, and are advised of any changes. Employees and managers are notified annually to update their plans with HR. 	 Developed process when an employee with a disability requires an individualized workplace response plan. Information located on AODA website page to current practice in regards to Emergency Response practices for employees. Provide opportunity for personal support as needed in IERP. Provide training for any persons providing support as part of an accommodation plan/process. Communicate with all employees on an annual basis, and update plans as necessary on an on-going basis. Integrate this obligation into the HR hiring practices for all new employees 	AODA –Advisory Committee OH&S Facility Services HRS	x x x	X	X
Year	General	Deliverables	Activities	Responsibility		Status	
	Requirements				Complete	In Progress	On-going
2013	s. 3 Accessibility policies Develop, implement and maintain policies about what Loyalist will do to meet the IASR requirements and become more accessible.	- Prepare a Policy.	 Creation of an accessibility policy. Revise to include general, employment and information and communications standards, in order to comply with IASR. Provide a consultation period and feedback for the policy. Communicate the Policy to all staff and post on AODA Website Page. Manager responsibility to legislative compliance incorporated into annual PR process. 	HRS	x x x	X	

Year	General	Deliverables	Activities	Responsibility	Status		
	Requirements				Complete	In Progress	On-going
2013	s. 4 Accessibility Plans Establish multi-year accessibility plan outlining strategic direction to prevent and remove barriers, post plan and make accessible. Plans be reviewed in consultation with persons with disabilities. Prepare annual status report on the progress taken, post status report and make accessible.	 Prepare a 5 Year Multi-Year Plan. Receive input from consultations with persons with disabilities. 	 Developed a five- year plan in consultation with key stakeholders, and present to the College Executive Team for approval. Set-up external AODA website page for 'one-stop' accessibility information for Loyalist and post the Multi-Year Plan on the Website. Establish an AODA College Committee. Ensure key stakeholders for IASR implementation are members along with representation from students and employees with disabilities. Divisions/Departments commitment to engage in their accessibility obligations, including accessibility planning and reporting on initiatives and progress. Prepare a status report of all elements of plan that are completed and or are being implemented. 	HRS AODA –Advisory Committee	X	X	X

Year	General	Deliverables	Activities	Responsibility		Status	
	Requirements				Complete	In Progress	On-going
2013	s. 5 Procuring or acquiring goods, services or facilities Incorporate accessibility criteria and features into purchasing policies and processes, and provide explanation if impracticable.	- Develop accessibility-related resources and information.	 Developed standard terms and conditions in the College's RFX documents to ensure suppliers are meeting AODA regulations. Loyalist College has representation on the OCPMA – AODA Sub Committee for Procurement, which is working on a sectorial approach to provide a procurement toolkit. Create and publish AODA specification criteria specification checklist that will be applied to projects when procuring or acquiring goods, services or facilities through purchasing process. Determine best practices for accessibility guidelines in consultation with requisitioning departments. Make the Procurement Toolkit available on the Purchasing website. Revise Loyalist College Procurement Policy FIN 200 and procedures to include AODA regulations. Notify managers of available resources and their responsibility to ensure employees apply guidelines in all department requisitions and offer information sessions as required. 	Procurement AODA Working Group	X	X X X	X

Year	General	Deliverables	Activities	Responsibility		Status	
	Requirements				Complete	In Progress	On-going
2013	s. 6 Incorporate Self- serve kiosks Incorporate accessibility features when designing, procuring or acquiring self-serve kiosks.	- All self-service kiosks on all campuses will be accessible or an alternative solution will be provided.	 Accessibility features will be considered when designing or procuring self-service kiosks. Incorporated statement re: compliance with AODA accessibility levels for any future use of self-serve kiosks at Loyalist. Built into procurement process. Revise procurement procedures to include this obligation. 	Procurement Facility Services ITS AODA Working Group	x	x x	
Year	Information & Communications	Deliverables	Activities	Responsibility		Status	
	Communications				Complete	In Progress	On-going
2013	s. 15 Education & training resources and materials, etc. Provide accessible or conversion-ready electronic format of educational or training resources / material upon request. Provide program information and student records in accessible format.	 Provide educational and training resources and materials in a format that takes into account the accessibility needs of the person with a disability upon request. All student records and information on program requirements, schedules and descriptions are available in an accessible format upon request. 	 AccessAbility Centre continues to provide support to students. Develop process to communicate to faculty the supports available to them through the Teaching & Learning Office. Ensure each academic area understands the process for requesting and producing alternate format upon request. Ensure all areas of the College to create conversion-ready documents and electronic communications as part of their general professional practice, to eliminate the barriers caused by paper documents and communications. Information on Accessible Library Services on Library webpage. RO ensures that alternative formats for student records and program information are available upon request. Engage 'Student Expert' group to assist with review of Student Portal 	ITS AccessAbility Centre All Departments/Sc hools Library Registrar's Office (RO) TLO	X	X X	X X

Year	Information &	Deliverables	Activities	Responsibility		Status	
	Communications				Complete	In Progress	On-going
2013	s. 16 Training to Educators Provide accessibility awareness training to educators. Keep record of training, dates and number of individuals trained.	- Develop and deliver awareness training to educators.	 Implement the Accessibility Awareness training module from Ontario Colleges Tool Kit for all educators/UDL Presentation. Pilot the training with Faculty, and various members across the College. Initiate multi-modal offerings of training on accessibility and UDL for faculty. Develop a tracking system to ensure college compliance and record tracking. Create on-going PD for Faculty in UDL. Integrate this obligation into the HR hiring practices for all new employees Regularly report compliance to employees and managers regarded incomplete training. 	AODA Advisory - Committee Teaching & Learning Office	x x x		X X
Year	General	Deliverables	Activities	Responsibility		Status	<u>I</u>
	Requirements				Complete	In Progress	On-going
2014	s. 7 Training IASR & Ontario Human Rights Code Train all employees, volunteers, persons developing policies, and all others providing goods and services or facilities Provide on-going training in respect to any changes. Keep record of training, dates trained, number trained.	 All employees will be trained in accessibility and the Human Rights Code. Source and or develop training to meet requirement. 	 Secure training to meet obligation. Develop a strategy to communicate the training requirements to all employees and volunteers. Ensure training available to employees and volunteers is in an accessible format. Develop a tracking system to ensure college compliance. Ensure training on standards and OHRC is appropriate to duties of employees, volunteers and others. Integrate this obligation into the HR hiring practices for all new employees Regularly report compliance to employees and managers regarded incomplete training. 	HRS AODA Advisory- Committee		x x x x x	

Year	Information &	Deliverables	Activities	Responsibility		Status	
	Communication				Complete	In Progress	On-going
2014	s. 11 Accessible Feedback Process Ensure feedback processes are accessible by providing accessible formats or arranging for communication supports, upon requests. Notify public about availability of accessible formats and communication supports.	- Online feedback mechanisms allow students, employees and the public to offer timely feedback on accessibility issues.	 Feedback process created through Customer Service Standard. Review feedback process and external AODA website page annually for functionality and determine recommendations for change. Compile results annually for review by the AODA Advisory Committee. Review and revise as needed on-line Accessibility Feedback Form. Accessible formats available upon request 	AODA Advisory Committee AODA Working Group	x		x x x
2014	s. 14 New Internet Websites and Web Content Ensure websites and web content conform to guidelines. New websites and web content to WCAG 2.0 Level A by January 1, 2014.	 New Website to be upgraded to Level A. Content to ensure it is accessible (Level A compliant). (Applies to websites, web content and web-based applications that college controls directly or through contractual relationship) Note: Obligation applies to web content published after Jan 1, 2012. 	 Train all key staff on WCAG 2.0 guidelines. Analyse site and develop implementation plans. Carry out the development of site. Create awareness internally of obligation and resources. Strike a "User" Committee to assist with review of websites and LMS and Monitor accessibility levels of corporate websites and LMS. 	ITS Website Team AODA Working Group		X X X X	

Year	Employment	Deliverables	Activities	Responsibility		Status	
					Complete	In Progress	On-going
2014	Recruitment Notify applicants about availability of accommodation. To spective applicants the availability of accommodation accommodation. To spective applicants accommodation accommodation.	availability of accommodations. - Applicants with disabilities receive appropriate accommodations.	 Ensure Careers web page, job postings, & email correspondence with applicants. include a statement regarding inclusive hiring practices at the college. Engage in email correspondence with selected applicants and provide accessibility policy reference. 	HRS	x		
	selected in hiring process that accommodations are available upon request. Consult with the applicant, or arrange to provide the accommodation. Notify successful applicants of accommodation policies.	New employees are advised of the accommodation policy.	 Review interview and testing procedures for accessibility barriers. Continue the established 'Best Practice' of offering accommodations to all applicants selected for an interview. Update hiring package to include information on the accommodation policy. Draft Accommodation Policy & Procedure. Develop a workplace accommodation process. 		X X	x x	X
2014	s. 25, 28 Employee Accommodation Inform employees of policies supporting employees with disabilities. Develop written process for individual accommodation plans.	 Develop a written process for individualized accommodation plans (IAP). Any employee requiring accommodations has a written plan in their employee medical file. 	 Revise HR Policies to include employee supports and post internally and externally. Revise orientation packages to ensure inclusion of accommodation policies. Incorporate Training on AODA standards in new employee orientation program. Develop a written process for IAP. 	HRS	X	x x x	

Year	Employment	Deliverables	Activities	Responsibility		Status	
					Complete	In Progress	On-going
2014	s. 26 Accessible Formats and Communication Supports for Employees Provide accessible formats and communications supports for job or workplace information. Consult with employee to determine suitability of format or support.	 Alternative formats and supports are provided upon request, in consultation with the employee; conversion-ready documents and electronic communications are the established standard for all College communications. Employees will be consulted with to determine the suitability or support required for communication formats. 	 Establish a point of contact for alternate formats and accommodation supports 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 as part of their general professional practice, to eliminate the barriers caused by paper documents and communications. The communication and accommodation policies will include standards for employees to receive communication supports for job or workplace information which will include a consultative process. 	HRS ITS	X	X	
2014	S. 29 Employees returning to Work Establish a documented return- to-work process. Process to facilitate RTW and document IAP.	- Loyalist's Return to Work procedures meets AODA standards.	 Review Loyalist's RTW procedures and revise as necessary. Include steps employer will take and use documented individual accommodation plans as guide. Communicate to all employees. 	HRS	X X		

Year	Employment	Deliverables	Activities	Responsibility		Status	
					Complete	In Progress	On-going
2014	s. 30, 31, 32 Performance management, careers development and redeployment Take into account disability and accommodation plan when using performance management, career development and when redeploying employees.	Prepare document outlining process to ensure IAP is involved during career development, advancement process for employees with disabilities, and redeployment.	 Develop a process to address IAP during performance, career development or redeployment. Develop a communication strategy around college-wide AODA obligations. 	HRS		X	
Year	Information &	Deliverables	Activities	Responsibility		Status	
	Communications				Complete	In Progress	On-going
2015	s. 12 Accessible formats and communication supports Arrange for accessible formats and communication supports (upon request, in a timely manner, at cost that is no more than regular charge to others).	- Prepare a process to facilitate this obligation.	 College staff ASL/English Interpreter role. TTY Service available through AccessAbility Centre and on site phone booth Ensure all college communications can be provided in accessible formats. Inform all employees of the range of formats and supports available and how to provide them in consultation with the client. Develop and disseminate a Guide to Alternate Formats for Loyalist. Identify web locations for key messaging. Create a college-wide approach to supporting this obligation. 	AccessAbility centre ITS AODA Advisory Committee AODA Working Group Teaching & Learning Office Dept/Schools	X	x x x x	

Year	Information &	Deliverables	Activities	Responsibility		Status	
	Communications				Complete	In Progress	On-going
2015	s. 17 Producers of educational or training material Provide accessible format or conversion-ready textbooks by January 1, 2015.	- Ensure all producers/suppliers provide accessible conversion ready textbooks/products.	 Access Ability Centre continues to provide support to students. All College texts, print-based educational or training supplementary learning resources have accessible or conversion-ready versions available upon request. Create a college-wide approach to supporting this obligation. 	Library Services Bookstore AODA Working Group AccessAbility Centre		x x	Х
2015	s. 18 Educational Libraries: Print based resources Provide, procure or acquire accessible or conversion ready format of print-based resources upon request. (Note: Special collections and archival material are exempt).	- Develop a process to meet this requirement.	 AccessAbility Centre continues to provide support to students. Loyalist College has representation on the HLLR committee, which is working on a sectorial approach to meeting this obligation. 	Library Services AccessAbility Centre AODA Working Group		X	Х
2020-2021	s. 18 Educational Libraries: Digital based resources Provide, procure or acquire accessible or conversion ready format of digital- based resources upon request. (Special collections and archival material are exempt).	- Develop a process to meet this requirement.	 Library Services and the AccessAbility Centre continue to provide support to students. Loyalist College has representation on the HLLR committee, which is working on a sectorial approach to meeting this obligation. Establish an e-text and captioned media policy. 	Library Services AODA Working Group		х	X

Year	Information &	Deliverables	Activities	Responsibility	Status		
	Communications				Complete	In Progress	On-going
2020- 2021	s. 14 ALL Internet websites and web content (2021) Must comply with WCAG 2.0 Level AA (excludes live captioning, audio description).	- All websites and web content to conform to Level AA.	 Create awareness of obligation. Provide resources. Ensure website and web content, web applications – Level AA compliant. 	ITS			