USMC Statement of Commitment and Multi-Year Accessibility Plan 2012 – 2025

Statement of Commitment

It is the University of St. Michael's College's goal to create a community that is inclusive of all persons and treats all members of the community in an equitable manner. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and implementing accessibility requirements under the accessibility for Ontarians with Disabilities Act.

Multi-Year Accessibility Plan 2012 – 2025

AODA, Customer Service Standard **– O.Reg 429/07**

CUSTOMER SERVICE STANDARD				
REQUIREMENTS	**ACTION**	**RESPONSIBILITY**	**COMPLIANCE DATE**	**STATUS**
Establish policies, practices and procedures that: • Considers a person's disability when communicating with them • Allow assistive devices such as wheelchairs, walkers and oxygen tanks • Allow service animals • Welcomes support persons • Let customers know when accessible services aren't available • Invites customers to provide feedback	• Continued distribution of brochures for new hires and yearly to staff members	Human Resources / Management	January 2010	Complete / Ongoing
Train staff on accessible customer service	• Training of staff through distribution of brochure, email and presentation	Human Resources	January 2010 - ongoing	Complete / Ongoing
Put plan in writing	• Policy written, approved and posted on USMC webpage	Human Resources, Management	January 2010	Complete / Ongoing

CUSTOMER SERVICE STANDARD

REQUIREMENTS	ACTION	RESPONSIBILITY	COMPLIANCE DATE	STATUS
• Let customer know how to find your plan • Offer plan in accessible formats, like large print, if requested	• Reviewed yearly • Brochure redistributed yearly	Health & Safety Committee		
Feedback: • establish an accessible process for receiving and responding to feedback about the manner in which University provides goods or services to persons with disabilities	• Create/update in person, by mail, by telephone and on-line feedback mechanisms • Feedback process has been established under the customer service standards.	Webmaster Human Resources	January 2010	Ongoing

AODA, Integrated Standards – O. Reg. 191/11

GENERAL				
REQUIREMENTS	**ACTION**	**RESPONSIBILITY**	**COMPLIANCE DATE**	**STATUS**
Develop policies: • Outline how the University achieves or will achieve accessibility through meeting the requirements under the Integrated Standard. • Policy to include a statement of organizational commitment to meeting the accessibility needs of people with disabilities in a timely manner. • The policy must be in writing and available to members of the public in an accessible format upon request	• Develop, implement and maintain policies governing how USMC will meet requirements of regulation • Post of web in accessible format	Human Resources Bursar All Directors President Board	January 2014	In progress
Accessibility Plan: • Develop a multi-year plan that outlines the organization's strategies to prevent and remove barriers and to meet its requirements under the Integrated Standard. • Post and make available in an accessible format upon request. • Review plan at least once every five years. • Public sector organizations must prepare and review their accessibility plans in consultation with people with disabilities. • Public sector organizations must also prepare an annual status report on the progress or measure taken to implement accessibility strategies. This report must be made available on the organization's website and provided in an accessible	• Draft, review and get plan approved by Board • Plan posted on USMC website and in a visible place (Health & Safety Board) and provide hardcopies when requested • Provide plan in accessible formats and in timely manner, if requested. The cost of providing the accessible plan must not be more than the regular cost charged to others people. • Establish AODA Advisory Committee with representation from students and employees with disabilities; employees who work with students with disabilities. • Review plan with AODA Advisory	Human Resources Bursar Directors & Managers Board	January 2014	In progress

GENERAL				
REQUIREMENTS	**ACTION**	**RESPONSIBILITY**	**COMPLIANCE DATE**	**STATUS**
format if requested.	Committee / H&S Committee once every year • Receive input from consultations with persons with disabilities. • Prepare status report of all elements of plan that are completed and or are being implemented.			
Procuring or Acquiring Goods, Services or Facilities: • Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities.	• Assess current purchasing/procurement policies, practices and procedures • Accessibility criteria and features are considered when procuring or acquiring goods, services, or facilities, except where it is not practical to do so • Upon request an explanation when it is not practical to do so will be provided • Incorporate accessibility language integrated into procurement policies. • Develop a strategy to communicate procurement policies and practices to employees and divisions. • Create a plan to ensure the accessibility process is adhered to across the entire college.	Facilities/Procurement Director Bursar Finance Department	January 2014	In progress

GENERAL				
REQUIREMENTS	**ACTION**	**RESPONSIBILITY**	**COMPLIANCE DATE**	**STATUS**
Self-Service Kiosks: • Incorporate accessibility features when designing, procuring or acquiring self-serve kiosks. • Not required to alter pre-existing self-serve kiosks - only applies to new kiosks as of the compliance deadlines	• Review accessibility features of pre-existing self-service book check-out kiosks and photo-card machines • Build acceptable standards into procurement process. • Communicate this obligation to all areas	Chief Librarian Facilities Director	January 2014	In progress
Training: • Train all employees, volunteers, persons developing policies and all other providing goods, services or facilities on behalf of the University on requirements of the Regulation and on the Ontario Human Rights Code (OHRC) as it pertains to persons with disabilities • Ensure training on standards and OHRC is appropriate to duties of employees, volunteers and others • Keep record of training, dates trained, number trained	• Source and develop training to meet requirement [consider using Council of Ontario Universities online web training] • Training to reoccur when changes to accessibility policy • Communicate training initiative • Ensure training available to employees and volunteers in an accessible format • Ensure completion is tracked • Develop strategy to ensure all course instructors, students and volunteers comply	Human Resources Bursar	January 2014	Ongoing

EMPLOYMENT

REQUIREMENTS	ACTION	RESPONSIBILITY	COMPLIANCE DATE	STATUS
Workplace Emergency Response Information: • Provide individualized workplace emergency response information to employees who have a disability if requested. • Review individualized workplace emergency response information when an employee moves to a different location; when the employee's needs or plans are reviewed; and when the employer reviews its general emergency plan	• Developed University process • Include process in Health and Safety manual / materials • Incorporate communication of this in hiring practices • Communicate process to all employees • With employee's consent, designate a co-worker to assist the employee with a disability in emergency	Facilities Director Human Resources Health & Safety Committee All Directors	January 2012	In progress
Assessment of barriers in employment: • Identify, remove and prevent barriers in employment by reviewing existing policies and procedures. • Build the accessibility needs of employees into human resources practices	• Review all recruitment, hiring and onboarding policies and processes • Incorporate regulations into policies and processes • Communicate to all staff	Human Resources All directors & managers involved in hiring	January 2014	In progress
Recruitment • Let job applicants know that recruitment and hiring processes will be modified to accommodate their disabilities, if requested.	• Specify on USMC website and in job advertisements that accommodation is available for job applicants with disabilities • Inform candidates about availability of accommodations during selection, interview, hiring and orientation processes.	Human Resources All directors, managers and staff involved in recruitment	January 2014	In progress

EMPLOYMENT

REQUIREMENTS	ACTION	RESPONSIBILITY	COMPLIANCE DATE	STATUS
Accessible formats and communication: • Provide employees with accessible formats and communication supports for information that is needed in order to perform employee's job and information that is generally available in the workplace. Consult with the employee making the request.	• Develop a written process for individualized accommodation plan. • Communicate the process and obligation to staff	Human Resources Bursar All directors & managers	January 2014	In progress
Individualized Plans: • Develop written process for developing individual accommodation plans for employees with disabilities. • Develop and implement return to work process for employees absent due to disabilities who require accommodation to return to work.	• Review return to work process and policy • Incorporate IAP to return to work process • Communicate to employees	Human Resources Management	January 2014	Ongoing
Performance Management, career development and redeployment: • Procedures must take into account accessibility needs of employees with disabilities and their individual accommodation plans: when assessing their performance; in managing career development and when redeploying them	• Ensure that Individual Accommodation Plans are involved during performance management, career development and redeployment	Human Resources Management All Directors	January 2014	In progress

INFORMATION & COMMUNICATION

REQUIREMENTS	ACTION	RESPONSIBILITY	COMPLIANCE DATE	STATUS
Websites & web content: • Make websites and web content accessible according to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 (by 2014) and increasing to Level AA for all web content (by 2021) (excludes live captioning, audio description). *Applies to websites, web content and web-based applications that USCM controls directly or through contractual relationship* **NOTE: Obligation applies to web content published after Jan. 1, 2012.**	• Train key staff on WCAG 2.0 guidelines • Analyse site and develop implementation plans • Develop policies on site maintenance including how various departments contribute information	Webmaster IT Director Principal's Office Human Resources	January 2014 January 2021	Complete Ongoing
Provide accessible formats and communications supports as quickly as possible and at no additional cost when a person with a disability asks for them	• Prepare a process to facilitate this obligation • Utilize UofT Resources • Provide notification regarding the availability of accessible formats and communication supports • Place signage in all service areas across the University and within policy documents that information and documents can be made available in alternate formats upon request	All Directors & Managers Facilities Director Bursar Human Resources	January 2013	In progress
Make feedback processes accessible by providing accessible formats and communications supports when requested.	• Create/update in person, by mail, by telephone and on-line feedback mechanisms • Feedback process has been established under the customer service standards. • Develop a strategy to embed the feedback process into all processes across the college.	Webmaster Human Resources Busrar	January 2014	Ongoing

INFORMATION & COMMUNICATION

REQUIREMENTS	ACTION	RESPONSIBILITY	COMPLIANCE DATE	STATUS
	• Notify the public about the availability of accessible formats and communication supports.			
Make public emergency information in an accessible format when requested.	• Identify that any emergency procedures or public safety information is in place • Post accessible format of emergency procedures • Establish a communication plan to deliver information to students and conference guests	Facilities Director Bursar Human Resources All Directors & Managers	December 2012	In progress
Provide educational and training resources and materials in accessible formats upon request	• Procure or obtain accessible or conversion-ready electronic format of training resources or material where available; arrange to provide comparable if cannot be procured • Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities • Librarians will convert non-accessible course packs into digitally accessible formats	Dean of FOT Principal Conference Services Director Chief Librarian Registrar Dean of Students All Directors	January 2013	Ongoing
Provide faculty and instructors with accessibility awareness training related to accessible program or course delivery	• Develop and deliver awareness training to educators (utilize UofT and TST resources). • Will ensure all new hires (educators) complete the training. • Post resources and best practice references. • Keep record of training, dates and number of individuals trained.	Dean of FOT Principal Executive Director Chief Librarian Management	January 2013	Ongoing

INFORMATION & COMMUNICATION

REQUIREMENTS	ACTION	RESPONSIBILITY	COMPLIANCE DATE	STATUS
Producers of educational training materials must provide educational or training institutions with accessible or conversion ready textbooks and supplementary resources upon request	• n/a	Principal's office Dean – FOT Chief Librarian	January 1, 2020	
Libraries of education and training institutions must make resources accessible upon request (Jan. 2020)	• Provide, procure or acquire accessible or conversion-ready format of **print-based** resources (upon request). • Provide, procure or acquire accessible or conversion-ready format of **digital-based** resources (upon request). (Note: Special collections and archival material, rare books and donations are exempt).	Chief Librarian Librarians Principal Human Resources	January 1, 2020	In progress
Public libraries must provide access to or arrange access to accessible materials where they exist *Accessible formats are alternatives to standard print. Accessible formats may include large print, electronic, video, DVDs, CDs, audio and Braille*.	• n/a	Chief Librarian	January 2013	In progress

BUILDING STANDARD

REQUIREMENTS	ACTION	RESPONSIBILITY	COMPLIANCE DATE	STATUS
Built Environment: Ontario's Building Code has been amended to include enhancements to accessibility in buildings. As of January 1, 2015, new construction and renovations will be subject to updated accessibility requirements. This standard focuses on removing barriers in public spaces. The standard for public spaces only applies to new construction and major changes to existing features. Organizations are not required to make changes to their public spaces. The standard only applies when organizations build new or make major changes to existing elements of public spaces. Houses are not affected by requirements except for fire alarms. • Accessibility plan must include procedures for handling temporary disruptions in service when an accessible part of your public spaces stops working. • Outdoor public eating areas • Outdoor paths of travel (sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals) • Parking on and off street • Service related elements (service counters, fixed queuing lines and waiting areas) • Maintenance and restoration of public spaces	• Incorporate legislated AODA Built Environment standards into university wide construction and renovation procedures	Facilities Director Bursar Management Human Resources	Beginning January 2015	Ongoing