

University of St. Michael's College Accessibility for Ontarians with Disabilities Act

Accessibility Plan 2023-2028

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.

Status of previous plan commitments:

Customer Service

Requirement	Action	Responsibility	Status
Establish policies, practices, and procedures that: <ul style="list-style-type: none">• 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	Provide online training for all new hires and re-train staff every 2 years.	Human Resources/ Management	Complete/ Ongoing
Train staff on accessible customer service	Provide online training for all new hires and re-train staff every 2 years.	Human Resources	Complete/ Ongoing
Put plan in writing	Policy written, approved, and posted on USMC webpage / Update policy every 5 years	Human Resources/ Management	Complete/ Ongoing
<ul style="list-style-type: none">• Let customer know how to find your plan• Offer plan in accessible formats, like large print, if requested	<ul style="list-style-type: none">• Review policy and procedures yearly• Online training every 2 years for staff; post policies online to make information accessible for all; update Accessibility page regularly	Health & Safety Committee	Complete/ Ongoing

Feedback: <ul style="list-style-type: none"> • establish an accessible process for receiving and responding to feedback about the way the University provides goods or services to persons with disabilities 	<ul style="list-style-type: none"> • Create online, mail and in-person feedback mechanisms 	Communications Human Resources	Ongoing
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Employment

Requirement	Action	Responsibility	Status
Workplace Emergency Response Information: <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Developed University process • Include process in Health and Safety 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	Ongoing; Training provided for all new hires or for everyone every 2-3 years
Assessment of barriers in employment: <ul style="list-style-type: none"> • Identify, remove, and prevent barriers in employment by reviewing existing policies and procedures. • Build the accessibility needs of employees into human resources practices 	<ul style="list-style-type: none"> • 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	Accessibility statement is on job postings, accessibility/accommodation offered throughout recruitment phase verbally and in writing.; Update and circulate AODA plan and policy every 5 years
Recruitment <ul style="list-style-type: none"> • Let job applicants know that recruitment and hiring processes will be modified to accommodate their disabilities, if requested. 	<ul style="list-style-type: none"> • 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, 	Human Resources All directors, managers and staff involved in recruitment	Complete/Ongoing Candidates are informed in writing on job postings and notice posted on website.

	interview, hiring and orientation processes.		
<p>Accessible formats and communication:</p> <ul style="list-style-type: none"> • Provide employees with accessible formats and communication supports for information that is needed to perform employee's job and information that is generally available in the workplace. Consult with the employee making the request. 	<ul style="list-style-type: none"> • Develop a written process for individualized accommodation plan. • Communicate the process and obligation to staff 	Human Resources Bursar All directors & managers	Complete/Ongoing Written process for accommodation on HR webpage including written accommodation plan form and now using 3 rd party provider for accommodation needs; Accommodation process communicated to staff via USMC digest annually
<p>Individualized Accommodation Plans (IAP):</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Review return to work process and policy • Incorporate IAP to return to work process • Communicate to employees 	Human Resources Management	Complete; process and policy reviewed and/or updated on yearly basis.
<p>Performance Management, career development and redeployment:</p> <ul style="list-style-type: none"> • Procedures must consider 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	Provided verbally and written statement included on Performance Management documents.

Information and Communication

Requirement	Action	Responsibility	Status
<p>Websites & web content:</p> <ul style="list-style-type: none"> • Make websites and web content accessible according to 	<ul style="list-style-type: none"> • Train key staff on WCAG 2.0 guidelines 	Communications Office ,	Complete/ Ongoing – website being reconstructed with more

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 published after January 1, 2012 and web-based applications that USCM controls directly or through contractual relationship.	<ul style="list-style-type: none"> • Analyse site and develop implementation plans • Develop policies on site maintenance including how various departments contribute information 	Human Resources	accessible functions. The project will include workshop for content creators to ensure shared understanding of how to be more AODA compliant. The back end will have fields that will support the information will be easily accessible.
Provide accessible formats and communications supports as quickly as possible and at no additional cost when a person with a disability asks for them	<ul style="list-style-type: none"> • 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	Ongoing / Signage posted in several key areas – facilities, library, theology. Statement is on website stating that documents can be made available in alternate formats. Statement is included in some program brochures but not consistent.
Make feedback processes accessible by providing accessible formats and communications supports when requested.	<p>Create/update in person, by mail, by telephone and on-line feedback mechanisms</p> <ul style="list-style-type: none"> • Feedback process has been established under the customer service standards. 	Communications, Human Resources, Bursar	Ongoing

	<ul style="list-style-type: none"> • Develop a strategy to embed the feedback process into all processes across the college. • Notify the public about the availability of accessible formats and communication supports. 		
Make public emergency information in an accessible format when requested.	<ul style="list-style-type: none"> • 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	Complete/Ongoing
Provide educational and training resources and materials in accessible formats upon request	<ul style="list-style-type: none"> • 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 	Dean of FOT Principal Conference Services Director Chief Librarian Registrar Dean of Students All Directors	Ongoing

	<ul style="list-style-type: none"> • Librarians will convert non-accessible course packs into digitally accessible formats 		
Provide faculty and instructors with accessibility awareness training related to accessible program or course delivery	<ul style="list-style-type: none"> • Develop and deliver awareness training to educators (utilize UofT and TST resources). • 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	Ongoing
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	
Libraries of education and training institutions must make resources accessible upon request	<ul style="list-style-type: none"> • 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). <p>(Note: Special collections and archival material, rare books and</p>	Chief Librarian Librarians Human Resources	Complete/ Ongoing

	donations are exempt)		
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 (not public library)	Chief Librarian	

Design of Public Spaces

Requirement	Action	Responsibility	Status
<p>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.</p> <p>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.</p> <ul style="list-style-type: none"> • 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 	Incorporate legislated AODA Built Environment standards into university wide construction and renovation procedures	Facilities Director Bursar Management Human Resources	Ongoing

<ul style="list-style-type: none"> • Service-related elements (service counters, fixed queuing lines and waiting areas) • Maintenance and restoration of public spaces 			
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Additional Barriers and Goals moving forward:

Customer Service

Barrier	Action	Responsibility	Timing	Status
When donors and other individuals need to come onsite for meetings, there often isn't accessible meeting space available. – Charbonelle is accessible space; ramp to get into the building and stair lift available – you have a need a security guard will be able to get you on to the lift and use it.	<ul style="list-style-type: none"> • Review the office spaces/buildings where public may come for meetings and plan for accessible space that one could host the meetings 	Conference Services, Bursar, Human Resources		Ongoing
While there are accessible washrooms in the student residents' buildings, there aren't any fully accessible student rooms – there is one unit that is accessible in Sorbara and possibly Unit at Loretto	<ul style="list-style-type: none"> • Review the resident buildings and see if a few rooms could be made fully accessible and plan to renovate/upgrade. Some accessibility is in place and is improved each year. 		Dean, President's Office, Bursar	Ongoing
Doors in resident buildings are key card entry which can be very difficult for individuals with disabilities to navigate	<ul style="list-style-type: none"> • Look into what other options there may be for safe but also user-friendly options for locking doors and prepare to make changes/upgrades 	Changed some operations – single swipe/motion to open door. Exploring access control	Dean, Bursar	Ongoing

		systems that could be more accessible.		
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Employment

Barrier	Action	Timing	Responsibility	Status
No full policy stating how USMC will meet requirements of the regulations. Statement of intention acts as USMC policy.	<ul style="list-style-type: none"> Develop a policy that clearly states and identifies how requirements will be met. 	July 2024	Human Resources	Drafted
Employees are not aware of the accommodation process currently in place	<ul style="list-style-type: none"> Inform all staff on the accommodation process and the correct ways/options for accessing it through training / sharing materials 	By July 2024		
More recognition of accessibility program required	<ul style="list-style-type: none"> Spread more awareness and knowledge on accessibility and how it impacts the staff 	September 2024	Human Resources; Bursar; Management	Ongoing

Information and Communication

Barrier	Action	Responsibility	Timing	Status
Website is decentralized, tagging system.	<ul style="list-style-type: none"> Do a thorough review of current system Provide training so everyone is following same level of accessibility when it comes to the website 	Communications Office	2025	New website being built
While signage has improved, it isn't	<ul style="list-style-type: none"> Review the physical spaces 	Way finding project		

always made entirely clear if an alternate entrance must be used for accessibility	where alternate routes must be taken for those with mobility issues and ensure clear signage is provided on where they should go, who they should call, etc.	completed and more signs implemented – discuss with Effie		
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Design of Public Spaces

Barrier	Action	Responsibility	Timing	Status
Some of the automatic push buttons and lifts aren't reliable	<ul style="list-style-type: none"> Do a review of the current accessibility features and plan to upgrade or repair where necessary 	Facilities	Upgraded push buttons and door operators in January 2024; Elevator maintenance contractor conducts monthly assessment of all our elevating devices.	Ongoing

Proposed Post Secondary Education Standards

In 2019 the Ontario Government began a process to propose recommendations for accessibility standards for postsecondary education. The initial recommendations were circulated for comment in 2021. The 2023-28 multi year-plan has been written with these emerging standards in mind. Although the specifics of the standard are unknown at this time, the direction and the nine barrier areas that are being considered are clear. Developments on this standard will be monitored.

1. Attitudes, behaviours, perceptions, assumptions
2. Awareness and training
3. Assessment, curriculum, and instruction
4. Digital learning and technology
5. Organizational barriers
6. Social realms, campus life
7. Physical and architectural barriers
8. Financial barriers
9. General overarching barriers

For alternative formats and to provide feedback on this plan contact: hr.stmikes@utoronto.ca or 416-926-7101 or Accessibility Feedback Portal <https://stmikes.utoronto.ca/accessibility>.