

# Multi-Year Accessibility Plan

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## PRESIDENT'S REMARKS

Anderson College Health, Business, & Technology has a long belief of supporting accessible education.

As a school whose mission includes a commitment to “serve responsibly the diverse and ever-changing needs of the community”, we look forward to enhancing our services, processes, and employee expertise to meet the needs of our many current and future students with disabilities. With this in mind, the work that our AODA Accessibility Committee has done over the past three years to introduce new practices based on AODA legislation has been an important next step in our evolution. As is evidenced by the attached multi-year plan, Anderson College Health, Business, & Technology is committed to continually improve the services and infrastructure needed to create an accessible and inclusive campus community.

## INTRODUCTION

Anderson College Health, Business, & Technology’s commitment to accessibility is not new. As a college that is committed to inspiring “students and employees to strive towards their highest potential”, Anderson College Health, Business, & Technology is committed to being a leader in accessible practices.

The AODA legislation provides a good framework to create a more accessible and vibrant college. It is our belief that compliance with the AODA legislation is the starting point to ensure accessibility for all.

Most students with disabilities who pursue higher education have benefitted from inclusive practices in their secondary education, so, it is reasonable for them to have similar expectations of us in regard to inclusivity and accessibility.

Over the past eight years, the college has made a significant commitment to increase employee skills and knowledge by offering professional development opportunities on a wide range of accessibility topics.

The attached multi-year plan identifies a wide-range of initiatives that we will undertake to make Anderson College Health, Business, & Technology accessible to all. As such, our multi-year plan is a clear, forward- thinking renewal of our longstanding commitment to accessibility and inclusivity.

## INTENT

This 2020 to 2025 accessibility plan outlines the policies and actions that Anderson College of Health, Business & Technology will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

## STATEMENT OF COMMITMENT

Anderson College of Health, Business & Technology believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

## PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

### Employment

Accommodations have been made for staff members who have indicated requirements for accessibility in order to complete their tasks and responsibilities, including granting telecommuting, and supplying special equipment as needed.

### Design of Public Spaces

All renovations to campuses requiring repairs or rebuilds of entryways or desks are completed with accessibility needs in mind, including lowering certain tables, and wider accessways where able.

### Training

Teaching materials related to Accessibility have been distributed to all Anderson College staff through our HR Training portal and remain available for all staff for reference.

## COMPLIANCE DELIVERABLES

Anderson College has taken (and will continue to take) the following actions:

Deliverable	Activity	Responsibility	Status
All documents related to the AODA are available in an accessible digital format.	College staff are made aware of what constitutes an accessible document and how to obtain a document in an alternate format. An accessible template has been developed for general College policies and procedures.	Campus Director, Student Services and Director of Education Campus Director, Student Services and Director of Education	Complete / Ongoing
	A system is in place to allow anyone to request alternate format and communications support.	Campus Director, Student Services and Director of Education	Complete
College accessibility policies are developed and posted in an accessible format at Anderson College	Develop a comprehensive accessibility policy and procedure and is readily available. Policies related to Accessibility are available at Anderson College website	Campus Director , Student Services and Director of Education	Complete
Alternate Format Policy and Procedure	Policy and procedure have been developed and are on the College website.	Campus Director , Student Services and Director of Education	Complete
Accessibility for Persons with Accessibility Policy	This policy outlines the college commitment to ensuring that staff training and college processes are conducive to serving individuals with disabilities	Campus Director, Student Services and Director of Education	Complete
Accommodation for Employees with Disabilities	This procedure statement outlines the process for employees to access accommodations.	Campus Director	Complete / Ongoing
Accessibly Feedback Process	This document outlines college practices around collecting and responding to accessibility feedback. It is available on the web and in accessible print, on request.	Campus Director	Complete
Student Focus Group	focus group is convened with 3-4 students with disabilities to provide feedback on disability and College accessibility. Feedback shared with members of the AODA Committee.	Student Services	Ongoing
On-going consultation and evaluation with college providers	The AODA Committee meets with departments to evaluate achievements and progress towards goals. These meetings are an opportunity to provide updated information and education concerning accessibility.	AODA Committee	Ongoing

Student Consultation	Establish a student advisory group to provide on-going feedback about progress towards accessibility goals. Recruit students and establish meetings each year.	Manager. Student Access/AODA Committee	Ongoing
Annual Status Report	The AODA Committee meets to evaluate progress towards annual plans and develop a status report. The status report is posted to the Accessibility website by December of each year.	AODA Committee	Ongoing
Updated language in purchasing agreements.	AODA language has been incorporated in procurement policies, procedures and competitive documents. In addition, AODA criteria have been used routinely during the evaluation of competitive bids.	Finance / Purchasing	Ongoing
Criteria are communicated to all relevant areas.	Purchasing meets with all new managers to explain purchasing criteria.	Purchasing	Ongoing
College employees participate	Procurement at Anderson College participated in the working group for an Ontario Education Collaborative Marketplace (OECM) competitive initiative for AODA Related Services. Procurement is a member of the OCPMA Ontario Colleges Purchasing Management Association (OCPMA) sub- committee, working collaboratively towards addressing the AODA procurement obligation.	Purchasing	Ongoing
Provide explanation if accessibility criteria are impracticable.	Exceptions are made by the Purchasing Manager in cooperation with the user department. The criteria are determined based on the requirement.	Finance / Purchasing	Ongoing
Provide program information and student records in accessible format. Corporate public/client facing websites conform to Level A Accessibility Compliance.	Identify and change Web Pages and Forms for Navigation requirements to conform to accessibility standards.	IT – Web Development	Ongoing
Students may request program information and student records in accessible formats.	Front line staff in the admissions office have received appropriate training and resources to be able to respond to student accessibility requests.	Admissions Office	Complete
Marketing materials are developed in conversion ready formats.	Marketing staff format produce program material in an accessible format	Marketing	Complete
Student Portal Accessibility Provide student records in accessible format.	Identify and change Web Pages and Forms for Navigation requirements to conform to accessibility standards.	IT – Computer Systems	Ongoing
Student Records may be requested in an accessible format	Processes are in place to ensure that the Registrar’s office will be able to respond to student accessibility requests	Student Services Office	Complete
Implemented a more accessible learning management system.	Provide training and supports to faculty to utilize new LMS system. Developing solutions to accessibility challenges	Campus Director, Student Services and Director of Education	Ongoing
Process to provide request to individual faculty for the need to provide accessible versions.	The accommodation letter generated by Accessibility Services provides a request to the faculty for accessible documents.	Director of Education	Ongoing
Provide educators with accessibility awareness training related to course delivery and instruction.	Co-organize and deliver PD events and resources for support staff and administrators on the AODA and accessible communication.	Director of Education	

Keep record of training dates and individuals trained.	Track faculty participation in mandatory accessible communication training.		
Mandatory Human Rights training for all staff.	An online module for the Integrated Accessibility Standards Regulation (IASR) was implemented which links to the Human Rights Code and the AODA. The training module provides employees with a good understanding of the linkages between the AODA and Human Rights Code.	HR Downloads & Professional Development with the Director of education	Ongoing
Feedback collection and response processes are in place.	Paper-based copies of this feedback survey are available at all campus Student Services offices. Staff are available in these areas to assist individuals in the completion of the feedback form. Interested persons may request an alternate version of the feedback via email or by telephone. Response: The feedback is monitored on a regular basis by the Student Services Administration office. Feedback and suggestions for improvements are forwarded to the relevant department within the College, as needed. Unresolved issues are forwarded to the College's Campus Director for consideration. A procedure is in place to ensure that feedback is responded to in a timely way, and follow up is ensured by the most appropriate respondent. The AODA Feedback process documents and stores all correspondence and submits a report annually to the Campus Director.	Student Services	Complete / Ongoing
Feedback policies and procedures developed and posted in a public location.	Accessibility feedback policies and procedures have been developed and are posted in on the Accessibility website. Processes are monitored by the Campus Director, Student Services and Director of Education.	Campus Director, Student Services and Director of Education	Ongoing
Notification process for employees and public re: accommodation in recruitment process	Job postings contain notification to advise employees and public that accommodation is available in the recruitment process	Campus Management	Ongoing
Notify applicants selected that accommodations are available upon request - communication with short-listed candidates re: availability of accommodation.	Shortlisted candidates are advised via email of availability of accommodation during selection and assessment process.	Campus Management	Ongoing
Implementation of accommodation plan. Provide suitable accommodation upon request.	Process is in place for employees to request accommodation. Campus Management works with College's medical consultant, as appropriate, to implement suitable accommodation	Campus Management	Ongoing
Notify successful applicant of accommodation policies - communication with successful applicant at conclusion of competition re: Anderson College's accommodation policies	Successful job applicants are advised of Anderson College's accommodation policies as part of employment offer process.	Campus Management	Ongoing
Inform employees of policies supporting employees with disabilities. Communications	Email sent to all employees to advise of accommodation process and how to request same. Material given to all new full-time employees as	Campus Management	Ongoing

process to ensure new and existing employees are aware of policies related to accommodation	part of on-boarding process. Part- time employees are advised via their part-time employment contract.		
Provide information to new employees.			
Provide updated information on accommodations policies.			
Provide accessible formats and communications supports for job or workplace information - Accessible Employee Portal	Information on employee portal is compliant with AODA communications standards.	Campus Management	Complete / Ongoing
Consult with employee to determine suitability of format or support.	Human Resources works with individual employees, as requested, to ensure they are able to access information relating to Human Resources processes	Campus Management	Complete / Ongoing
Develop written Accommodation Procedure for documented individual accommodation plans, which includes all required elements.	Accommodation procedure reflects requirements under AODA legislation, including elements such as: How employee can participate. How employee will be assessed. How College 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	Campus Management	Complete/On-going
Develop a documented Return to Work Procedure	Return to Work Process is compliant with AODA requirements. College used this process in working with employees to develop accommodation plans.	Campus Management	Complete / On-going
Include accessibility considerations in performance management processes - Revised Performance Management Guidelines	Performance Management Guidelines for academic, administrative and support staff employees revised for accessibility considerations.	Campus Management	Complete
Include accessibility considerations in career development and advancement processes - Accommodation Procedure	Accommodation Procedure development process.	Human Resources	Complete
Include accessibility considerations in redeployment processes - Accommodation Procedure	Accommodation Procedure addresses accessibility in redeployment process.	Human Resources	Complete
Accessible and alternate formats are available to students and clients upon request.	Students registered with Accessibility Services may request accessible formats of classroom materials as an accommodation. Training for staff and faculty on how to develop documents in accessible formats is on-going. Staff are aware of this requirement and have resources available to them.	Campus Director, Student Services and Director of Education, Faculty	Ongoing

All classroom videos will be shown with captioning.	All currently used classroom videos will be captioned. Faculty will ensure that the captioning component is turned on.	Faculty	In progress
Overall standards are developed to ensure all learning materials adhere to accessibility standards.	Training specific to accessibility is identified, created, and provided to assist employees in providing accessible formats.	Academic Coordinating Committee	In progress
Consult with person requesting alternate formats or accessible documents. Students, clients and the general public can consult with a staff member who is knowledgeable about accessible and alternate formats when requests are made.	Questions about accessible and alternate format documents are directed to the Campus Director, where details can be worked out. Create electronic link for alternate format requests for the College website.	Campus Director, Student Services and Director of Education	Ongoing
Marketing materials are accessible on request.	Anderson College brochures, events, calendars and marketing materials will notify the public of the availability of accessible formats. Marketing materials are made accessible to screen readers so everyone can get at the same information through the same channels.	Marketing Department	Ongoing
Provide or acquire an accessible or conversion ready format of print-based resources, upon request. Note: Special collections, archival materials, and donations are exempted.	Establish a accessibility contact and a process for responding to individual requests from persons with disabilities.	Campus Director, Director of Education	Complete
	Endeavour to purchase suitable formats where available or provide a comparable resource.	Campus Director, Director of Education	Ongoing
All producers of educational materials for the College are aware of this requirement	Planning discussions will be carried out and implemented within required timelines.	Campus Director, Director of Education	Ongoing
All student records, course descriptions and program information are produced in accessible formats	Departments that contribute to the production of educational materials are aware of this requirement and are planning processes to ensure this standard is met.	Campus Director, Director of Education	Ongoing
Provide or acquire an accessible or conversion ready format of digital or multimedia resources, upon request. Note: Special collections, archival materials, and donations are exempted.	Establish a process for inventorying, prioritizing, and captioning media resources.	Campus Director of education	Complete
	Select and acquire databases based on conversion ready materials being available.	Campus Director of education	Ongoing
All websites and web content, including Employee and HR Portal to conform to Level AA Accessibility Compliance.	Identify and change Web Pages and Forms for Navigation requirements to conform to accessibility standards.	IT – Computer Systems	Ongoing

Controlled Document	This is a controlled document and may not be altered. Plan will be reviewed every five (5) years (or more often) and changed as required.
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