



Can-College Accessibility Plan 2017-2025

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SECTION 1: INTRODUCTION

The CAN-COLLEGE Accessibility Administrator is responsible for ensuring the College's adherence to Accessibility Standards under the Accessibility for Ontarians with Disabilities Act (AODA). LAPEC provides a mechanism for planning, reviewing and evaluating the implementation of the AODA Accessibility Standards within the College. ADMINISTRATOR is responsible for addressing the identified barriers and developing the plan for the removal and prevention of barriers. ADMINISTRATOR will also review work from the previous year to determine if all objectives have been met, identify reasons for unaddressed objectives, and specify how these objectives can be re-instituted going forward. ADMINISTRATOR shall review its membership on an annual basis to ensure adequate representation from persons with disabilities.

Can-College introduced its first accessibility plan in compliance with the Ontario Disabilities Act (ODA) in the 2016-2017 academic year. This plan outlined a number of accomplishments CAN-COLLEGE has achieved over the last few years in terms of barrier removal, and active steps taken to prevent barriers. This list is not exhaustive, and CAN-COLLEGE recognizes that individual departments make many efforts to accommodate without necessarily seeking recognition.

This continually expanding 2018-2025 document is but one snapshot of a series of successive plan and remains to be a model for future accessibility plans. The document retains a progressive plan of activities that forecast full implementation of the AODA standards by 2025. This Plan will be updated annually to reflect progress made towards full compliance with the AODA. Each year, the plan for the current year will be addressed through the CAN-COLLEGE Accessibility Administrator.

SECTION 2: AREAS OF ACCESS TO BE ADDRESSED

In 2005, the provincial government enacted the Accessibility for Ontarians with Disabilities Act, (AODA). The goal of this Act is to make Ontario fully accessible to persons with disabilities by 2025.

The following categories arise from the AODA and shall also be reported in the College's annual plan:

1. Customer Service Standard
2. Integrated Accessibility Standards Regulation (IASR)
 - a. Employment
 - b. Information and Communication Systems
 - c. Transportation
3. Built Environment

As each of the above standards of the AODA are codified as regulations, creating legal obligations for the College, the annual Accessibility Plan will compare its accomplishments in enhancing accessibility with the formal requirements of each standard. As of September 2017, the Customer Service Standard (O.Reg. 429/07) and the Integrated Accessibility Standards Regulation (Or. Reg. 191/11) have been finalized into regulation, and CAN-COLLEGE has met its primary obligations under those regulations, namely the provision of mandatory training for those engaged in the provision of services to members of the public, and the establishment of policies and practices to promote and safeguard accessibility in the areas of Employment and Transportation. In conjunction with the Private Career Colleges Act, 2005 and Related Regulations, efforts are underway to ensure compliance with the Information and Communications aspect of the IASR through the development of tools and resources to provide accessible course materials and training initiatives to support same.

SECTION 3: CAN-COLLEGE ACCESSIBILITY PLAN*

3 (a) This portion of the Accessibility Plan reflects those initiatives that are contained in the standards currently finalized and in force.

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN-COLLEGE Completion Status	AODA Compliance Date
Customer Service Standard O. Reg 429/07	Establishment of Policies, Practices and Procedures	<p>Policies and Practices must be compatible with the following principles:</p> <ol style="list-style-type: none"> 1. Respect for dignity and independence 2. Integration 3. Equality <p>Specific Policies and Procedures will be developed on:</p> <ol style="list-style-type: none"> 1. Use of Service Animals or Support Persons 2. Notice of Temporary Disruptions 	2016 and ongoing	January 1, 2016

* Last revised September 2018.

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN-COLLEGE Completion Status	AODA Compliance Date
	Training	Customer Service training must be provided for: <ul style="list-style-type: none"> • Those who interact with members of the public on behalf of the College: • Persons who participate in developing the CAN-COLLEGE's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. 	2016 and ongoing	January 1, 2017
	Feedback Process	Establish an accessible process for receiving and responding to feedback about the manner in which CAN-COLLEGE provides goods or services to persons with disabilities. The information about the process will be readily available to the public.	2016 and ongoing	January 1, 2017

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN-COLLEGE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 3	Part I General Establishment of Accessibility Policies	s. 3(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation	2016 and ongoing	January 1, 2017
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 4	Accessibility Plans	s. 4(1) Designated public sector organizations shall, (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years	201 and ongoing Can-College Accessibility Plan is available at: http://www.CAN-COLLEGE.ca/accessibility/plan.html	January 1, 2017

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 4		s. 4(2) Designated public sector organizations shall establish, review and update their accessibility plans in consultation with persons with disabilities and if they have established an accessibility advisory committee, they shall consult with the committee.	2016 and ongoing	January 1, 2017
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 4		s. 4(3) Designated public sector organizations shall, (a) prepare an annual status report on the progress of measures taken to implement the strategy referenced in clause (1)(a); and (b) post the status report on their website, if any, and provide the report in an accessible format upon request.	2016 and ongoing	January 1, 2017

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 5	Procuring or acquiring goods, services or facilities	s. 5(1) Public sector organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.	2016 and ongoing	January 1, 2017
		s. 5(2) If a designated public sector organization determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring good, services or facilities, it shall provide, upon request, an explanation.	2016	January 1, 2017
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 6	Self-service kiosks	s. 6. Without limiting the generality of section 5 designated public sector organizations shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks. ¹	2016 and ongoing	January 1, 2017

¹ “Kiosk” means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 7	Training	<p>s. 7(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>		January 1, 2017
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 11	Part II Information and Communication Standards Feedback	<p>s. 11 (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p>	2010 and ongoing	January 1, 2017

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 12	Accessible formats and Communication Supports	<p>s. 12 (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p>		January 1, 2017
		s. 12 (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.		January 1, 2017
		s. 12 (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.		January 1, 2017

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 13	Emergency procedure plans, or public safety information	s. 13 (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	January 2017 and ongoing	January 1, 2017
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 14	Accessible websites and web content	s. 14 (2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA		January 1, 2017 – new internet websites and web content on those sites must conform with WCAG 2.0 Level A. January 1, 2021 – all internet websites i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre- recorded).

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 15	Educational and training resources and materials, etc.	<p>s. 15(1) Every obligated organization that is an educational or training institution shall do the following, if notification of need is given:</p> <p>1. Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by,</p> <ul style="list-style-type: none"> i. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or ii. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format. 	2017 and ongoing	January 1, 2017

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
		<p>s. 15 (1) cont'd</p> <p>2. Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.</p>	2017 and ongoing	January 1, 2017
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 16	Training to educators	s. 16 (1) In addition to the requirements under section 7, obligated organizations that are school boards or educational or training institutions shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction.	2017 and ongoing	January 1, 2017
		s. 16 (2) Obligated organizations that are school boards or educational or training institutions shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	2017 and ongoing	January 1, 2017

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 17	Producers of educational or training material	<p>s. 17 (1) Every obligated organization that is a producer of educational or training textbooks for educational or training institutions shall upon request make accessible or conversion ready versions of the textbooks available to the institutions.</p> <p>(2) Every obligated organization that is a producer of print-based educational or training supplementary learning resources for educational or training institutions shall upon request make accessible or conversion ready versions of the printed materials available to the institutions.</p>		<p>January 1, 2015 – for accessible or conversion- ready versions of textbooks</p> <p>January 1, 2020 - for accessible or conversion ready versions of printed materials that are educational or training supplementary learning resources</p>

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 18	Libraries of educational and training institutions	<p>s. 18 (1) Subject to subsection (2) and where available, the libraries of educational or training institutions that are obligated organizations shall provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request.</p> <p>(2) Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1).</p>	2017 and ongoing (see TD Coordinator for Library Accessibility Services)	<p>January 1, 2015 – for print-based resources or materials</p> <p>January 1, 2020 – for digital or multimedia resources or materials</p>
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 22	<p>Part III Employment Standards</p> <p>Recruitment, general</p>	s. 22 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	2017 and ongoing	January 1, 2017

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 23	Recruitment, assessment or selection process	<p>s. 23 (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	2017 and ongoing	January 1, 2017
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 24	Notice to successful applicants	s. 24 Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	2017 and ongoing	January 1, 2017

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 25	Informing employees of supports	s. 25 (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	2017 and ongoing	January 1, 2017
		s. 25 (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	2017 and ongoing	January 1, 2017
		s. 25 (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	2017 and ongoing	January 1, 2017

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 26	Accessible formats and communication supports for employees	<p>s. 26 (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p>	January 2017 and ongoing	January 1, 2017
		<p>s. 26 (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	January 2017 and ongoing	January 1, 2017

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 27	Workplace emergency response information	s. 27 (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	January 2017 and ongoing	January 1, 2017
		s. 27 (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	January 2017 and ongoing	January 1, 2017
		s. 27 (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	January 2017 and ongoing	January 1, 2017

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
		<p>s. 27 (4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee's overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	January 2017 and ongoing	January 1, 2017
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 28	Documented individual accommodation plans	s. 28 (1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	January 2017 and ongoing	January 1, 2017
		<p>s. 28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>2. The means by which the employee is assessed on an individual basis.</p>	January 2017 and ongoing	January 1, 2017

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
		<p>3. The manner in which the employer can request an accommodation can be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal information</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>		

AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 29	Return to work process	<p>s. 29 (1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>	2017 and ongoing	January 1, 2017
		<p>s. 29 (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use documented individual accommodation plans, as described in section 28, as part of the process.</p>	2017 and ongoing	
		<p>s. 29(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	2017 and ongoing	

		<p>s. 29 (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use documented individual accommodation plans, as described in section 28, as part of the process.</p>		
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AODA Standard/ Regulation Section References	Initiative/Action	Description	CAN- COLLEGE Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 30	Performance management	s. 30 (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	January 2017 and ongoing	January 1, 2017
Integrated Accessibility Standards Regulation	Career development and advancement	s. 31 (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation	January 2017 and ongoing	January 1, 2017

O. Reg. 191/11, s. 31		plans, when providing career development and advancement to its employees with disabilities.		
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 32	Redeployment	s. 32 (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	January 2017 and ongoing	January 1, 2017
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 76	Part IV Transportation Standards Public sector organizations	s. 76 (1) Designated public sector organizations described in paragraphs 2, 3 and 4 of Schedule 1 that are not primarily in the business of transportation, but that provide transportation services, shall provide accessible vehicles or equivalent services upon request.	July 2017 and ongoing	July 1, 2017

Integrated Accessibility Standard Regulation IV: Design of Public Spaces

The Design of Public Spaces Standards was released in November of 2017 with compliance deadlines for January 1, 2018. The Design of Public Spaces Standards stipulate requirements for the new construction or redevelopment of Accessible Parking, outdoor public eating areas, as well as service counters and waiting areas in locations where services are provided. ADMINISTRATOR and the relevant CAN-COLLEGE departments will review and oversee the incorporation of these standards into forthcoming planning and projects of the 2018 and 2019 year.

Proposed Built Environment Standard

The Built Environment standard relevant to interior spaces is still being developed by the Ministry, and will be incorporated into the Building Code. In the meantime, CAN-COLLEGE continues to address accessibility issues that may fall within the purview of the Built Environment Standard on an as needed basis. It is anticipated that the Standard will set firm time lines for the completion of accessibility initiatives that CAN-COLLEGE may already be in the process of implementing.

General

Pre-AODA Initiatives

- √ Establish an Accessibility Plan outlining how the organization achieves accessibility (2016)

- √ Established and maintain a multi-year Accessibility Plan (2016)

Employment Standard

Pre-AODA Initiatives

- √ Ergonomic furniture and workstation adaptations made for faculty and staff with disabilities (as needed)

- √ Establishment of an access fund, under the administration of Human Resources, for staff to support the costs of accommodation in the workplace (2016)

Information & Communications Standard

Pre-AODA Initiatives

- √ Development of a web and Mobile version of the Student Accessibility Services website (2016)

SECTION 5: CONCLUSION

The College and ADMINISTRATOR as well as the Student Advisory Committee on Building an Inclusive Community , recognize that further steps need to be taken to help CAN-COLLEGE become completely barrier free, physically, academically, attitudinally, and socially. As such, the Annual Plan presented above reflects a commitment to engage in incremental initiatives in accordance with the AODA and the expectation that the College will be free of attitudinal, physical and social barriers by the year 2025. The process will be meaningful and effective as the committee endorses a consistent and resolute approach to barrier removal and prevention.