

St. Lawrence College 2013 – 2015 AODA Multiyear Plan

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Part I” General Standards – Section 3

AODA Standards / Regulation Reference O. Reg.191/11, s. 3		Sub-committee Chair:	Compliance Deadline: January 1st, 2013	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities	Status	
I: Accessibility Policies	Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	AODA Integrated Accessibility Standards Regulation policy (#HR703) has been approved by CET and communicated to all staff.	Complete	
	A statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner will be included in each policy.	1) We have the following paragraph posted on our website: <i>St. Lawrence College is committed to providing a barrier free learning and working environment. It strives to accommodate individuals with disabilities so that they may share the same level of access to opportunities, participate in the full range of activities that the college offers, and achieve their full potential as equal members of the college community.</i>	Complete	

Part I” General Standards – Section 4

AODA Standards / Regulation Reference O. Reg.191/11, s. 4		Sub-committee Chair:	Compliance Deadline: January 1st, 2013	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities	Status	
I: Accessibility Plans	Establish multi-year (3 year) accessibility plan that outlines strategies to prevent and remove barriers in order to meet requirements.	1) Develop a three year plan in consultation with key stakeholders, and have it reviewed by AODA Oversight Committee members. 2) Post the accessibility plan to SLC website.	Complete	
	Prepare annual status report.	1) Annual status report is prepared for 2015 and approved by AODA Oversight Committee members.	In progress	

Part I” General Standards – Section 5

AODA Standards / Regulation Reference O. Reg.191/11, s. 5		Sub-committee Chair:	Compliance Deadline: January 1st , 2013	Sr. VP Corporate Services Manager:
		Deliverables	Activities	Status
I: Procuring or Acquiring Goods, Services or Facilities	1) Update Purchasing Policy and related documents to incorporate accessibility criteria and features into purchasing policies and processes. Explanation must be provided if it is not practicable to do so.	1.1) Procuring and Acquiring Goods and services statement has been incorporated in the AODA Integrated Accessibility Standards regulation policy (HR 703). 1.2.) RFP template to include a mandatory AODA clause for all purchases. 1.3) RFQ template to include mandatory AODA clause for all purchases.	Complete *Please note: Accessible Purchasing policy has been drafted and will be finalized shortly.	
	2) Document process to outline the procurement criteria used to assess the need for AODA compliance.	2) In the process of creating a database for purchasing accessible furniture.	In progress	
	3) Provide training to purchasing staff regarding compliance requirements.	3) Purchasing staff will be advised of the policy changes and will be provided with training and resources to assist them in monitoring compliance.	Complete	
	4) Provide training to all other College employees regarding AODA compliant purchasing.	4)	In progress	
	5) Incorporate accessibility criteria and features into procurement practices in order to ensure goods, services, and facilities are accessible to those with disabilities.	5) The College will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities.	Complete	

Part I” General Standards – Section 6

AODA Standards / Regulation Reference O. Reg.191/11, s. 6		Sub-committee Chair:	Compliance Deadline: January 1st , 2013	Sr. VP Advancement, Student & External Affairs Manager:
	Deliverables	Activities	Status	
I: Self-service Kiosks	Incorporate accessibility features in self-serve kiosks on all campuses in order to ensure people with disabilities can use them independently and securely. The needs of clients must be considered in order to select self-service kiosks that are accessible to the widest range of users.	<ol style="list-style-type: none"> 1) Carry out an audit of all kiosks to ensure they are compliant, such as bank machines. 2) As new self-serve kiosks are purchased, accessibility features will be considered and incorporated. 	Complete In progress	

Part I” General Standards – Section 7

AODA Standards / Regulation Reference O. Reg.191/11, s. 7		Sub-committee Chair:	Compliance Deadline: January 1st , 2014	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities	Status	
I: Training	Provide training on requirements of the IASR and Ontario Human Rights Code as it relates to people with disabilities to all employees as well as those who provide goods or services on behalf of the organization.	<ol style="list-style-type: none"> 1) All employees are required to take the AODA – Understanding Human Rights training offered through HR downloads. 2) HR downloads keeps records of training. 	Complete	

Part II: Information and Communication Standards – Section 11

<p>AODA Standards / Regulation Reference O. Reg.191/11, s. 11</p>		<p>Sub-committee Chair: Robin Hicks</p>	<p>Compliance Deadline: January 1, 2014</p>	<p>Exec. Dir, HR and Organizational Development Manager:</p>
	<p>Deliverables</p>	<p>Activities</p>	<p>Status</p>	
<p>II: Feedback Processes</p>	<p>Ensure online feedback processes/mechanisms are accessible and allow students, employees and the public to offer timely feedback on accessibility issues.</p> <p>External and/or internal processes to receive and respond to feedback must be accessible, upon request, to individuals with disabilities.</p>	<p>Feedback form/process have been developed and are available on the website.</p>	<p>Complete</p>	

Part II: Information and Communication Standards – Section 12

AODA Standards / Regulation Reference O. Reg.191/11, s. 12		Sub-committee Chair: Robin Hicks	Compliance Deadline: January 1st , 2015	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities	Status	
II: Accessible Formats and Communication Supports	1) Corporate communications will be made available in accessible formats upon request for people with disabilities. These will be offered at no additional cost and in a timely manner.	1) 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. 2) Advancement to identify corporate communication and College website to ensure accessibility.	Complete - We are currently providing materials upon request.	
	2) Provide an individualized response to all requests for accessible formats by consulting with the person making the request.	1) Inform all employees of the range of formats and supports available and how to provide them in consultation with the client.	In progress – work is ongoing to build capacity among all employees to create accessible materials.	
	3) Notify public of accessible format availability both online and in print.	1) Identify web and portal locations for key messaging. 2) Identify physical location for signage, such as Registrar’s Office and Security	In progress	

Part II: Information and Communication Standards – Section 13

AODA Standards / Regulation Reference O. Reg.191/11, s. 13		Sub-committee Chair: Robin Hicks	Compliance Deadline: January 1st , 2012	Sr. VP Corporate Services Manager:
	Deliverables	Activities	Status	
II: Emergency Procedure Plans and Public Safety Information	Create emergency response procedure and post plan in accessible format on the web site and notify all students and employees of its existence.	1) Review current emergency procedures documents and ensure they are accessible.	Complete - Emergency plans are posted on our website and can be in provided in an accessible format.	

Part II: Information and Communication Standards – Section 14

<p>AODA Standards / Regulation Reference O. Reg.191/11, s. 14 (4)</p>		<p>Sub-committee Chair: Robin Hicks</p>	<p>Compliance Deadline: January 1st , 2014 – New websites Compliance Deadline: January 1st , 2021 – Level AA sites</p>	<p>Sr. VP Advancement, Student & External Affairs Manager:</p>
	<p>Deliverables</p>	<p>Activities</p>	<p>Status</p>	
<p>II: Accessible Web Sites and Web Content</p>	<p>Ensure new SLC web site and content conform to the guidelines of World Wide Web Consortium Web Context Accessibility Guidelines (WCAG) 2.0 Level A initially, then increasing to a Level AA.</p> <p><i>**WCAG 2.0, Level A and Level AA refer to a series of technical checkpoints that make web sites and their content increasingly accessible to a broader range of users with disabilities. Level AA builds on Level A's checkpoints.</i></p>	<ol style="list-style-type: none"> 1) Train all key staff on WCAG 2.0 guidelines. 2) Identify new websites and new web content to be deployed by IIRTS 3) Develop project plans for new sites/web content that required (at a minimum) WCAG Level A compliance for websites/web content being deployed in 2014 	<p>Complete. AODA guidelines were taken into account when designing the new website launched in 2013. Also prepared for the upcoming 2021 requirement.</p> <p>In progress</p> <p>In progress</p>	

Part II: Information and Communication Standards – Section 15

AODA Standards / Regulation Reference o. Reg.191/11, s. 15		Sub-committee Chair: Robin Hicks	Compliance Deadline: January 1st , 2013	Sr. VP Academic Manager:
	Deliverables	Activities	Status	
II: Educational & Training Resources and Materials	1) Provide accessible or conversion-ready format of educational and training/materials and/or resources. This is done either through purchasing materials in required format, procuring by other means, or arranging for a comparable resource.	1) Secure resources and develop implementation plans. We currently respond “upon requests” in reasonable timeline for accessible formats for students and have a trainer to work with staff on creating accessible formats. 2) Accessible education Materials and Textbook policy was drafted and approved by CET on April 30 2015.	Complete	Complete
	2) Provide student records in accessible format upon request.	3) Ensure each academic area understands the process for requesting and producing alternate format upon request.	Complete	Complete
	3) Provide information on programs and courses in accessible formats upon request.	4) Encourage all areas of the College to create conversion-ready documents, including program information and electronic communications as part of their general professional practice, to eliminate the barriers caused by paper documents and communications.	Complete	Complete
		5) All student records are available in an accessible format upon request.	Complete	Complete

Part II: Information and Communication Standards – Section 16

AODA Standards / Regulation Reference o. Reg.191/11, s. 16		Sub-committee Chair: Robin Hicks	Compliance Deadline: January 1st , 2013	Sr. VP Academic Manager:
	Deliverables	Activities	Status	
II: Training to Educators	1) All faculty members will be trained in accessibility awareness related to accessible program or course delivery and instruction.	1) Implement the Accessibility Awareness training module from Ontario Colleges Tool Kit for all educators.	Complete	
	2) Records of completed training will be kept.	2) Develop a tracking system to ensure college compliance.	Complete	
		3) Workshops have been offered and continue to be offered for faculty members. Listed below are current statistics of staff that have received AODA training for creating accessible documents: October 2014 – March 2015 - 208 staff attended a workshop - 160 staff attended a presentation - 124 staff attended a one-on-one consultation April 2015 – January 2016 - 161 staff attended a workshop -171 staff attended a presentation - 90 staff attended one-on-one consultation	Ongoing	

Part II: Information and Communication Standards – Section 17

AODA Standards / Regulation Reference o. Reg.191/11, s. 17		Sub-committee Chair: Robin Hicks	Compliance Deadline: January 1st , 2015 – Textbooks Compliance Deadline: January 1st , 2020 – 2nd Compliance Deadline	Sr. VP Academic Manager:
	Deliverables	Activities	Status	
II: Producers of Educational or Training Materials	All College text books, print-based educational or training supplementary learning resources are available in accessible or conversion-ready versions upon request.	1) Create a steering group and develop implementation plans.	Complete	
		2) Accessible Materials and Textbook policy was approved by CET on April 30, 2015. 3) Communication of Materials and Textbook policy	Complete In progress	
	<i>**2nd compliance deadline refers to printed educational or training supplementary learning resources.</i>	4) Deadline January 1, 2020 for printed education or training resources.	Complete	

Part II: Information and Communication Standards – Section 18

AODA Standards / Regulation Reference o. Reg.191/11, s. 18		Sub-committee Chair: Robin Hicks	Compliance Deadline: January 1st , 2015 – Print Resources/Materials Compliance Deadline: January 1st , 2020 – Digital/Multi-Media	Sr. VP Advancement, Student & External Affairs Manager:
	Deliverables	Activities	Status	
II: Libraries of Educational & Training Institutions	All campus libraries must provide, procure or acquire accessible or conversion-ready print-based, digital and multi-media resources or materials resources upon request.	1) Create a steering group and develop implementation plans.	Complete	
		2) Complete an inventory of libraries current visual media collection and use to benchmark status (compliance 2020). 3) In 2015-16 the Heads of the Library and Learning Resources are working on a project to identify best practices.	In progress - On track to meet compliance deadline by January 1, 2020.	
	<i>** Special collections, archival materials, rare books, and donations are exempt.</i>			

Part III: Employment Standards – Section 22

AODA Standards / Regulation Reference o. Reg.191/11, s. 22		Sub-committee Chair: Robin Tippett	Compliance Deadline: January 1st , 2014	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities	Status	
III: Recruitment General	Prospective internal and external job applicants are notified that, where needed, accommodations for disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.	1) Revise Careers web page, job postings, & email correspondence with applicants to include a statement regarding inclusive hiring practices at the college.	Complete	

Part III: Employment Standards – Section 23

AODA Standards / Regulation Reference o. Reg.191/11,s.23		Sub-committee Chair: Robin Tippett	Compliance Deadline: January 1st , 2014	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities	Status	
III: Recruitment General: Recruitment Assessment or Selection Process	1) Applicants who have been invited to participate in a recruitment, assessment or selection process are notified that, where needed, accommodations for disabilities are available, on request, to support their participation in the process.	1) Revise email correspondence with selected applicants and provide policy reference	Complete	
		2) Review interview and testing procedures for accessibility barriers.	Complete	
	2) The College will consult with job applicants who request accommodations to support them during the process.	3) Accommodations required for job applicants will be done on a case by case basis.	Complete	

Part III: Employment Standards – Section 24

AODA Standards / Regulation Reference o. Reg.191/11,s. 24		Sub-committee Chair: Robin Tippett	Compliance Deadline: January 1st , 2014	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities	Status	
III: Recruitment General: Notice to Successful Applicants	Successful applicants are notified of the College’s policies for accommodating employees with disabilities when offering employment.	1) Update hiring package to include information on the AODA Integrated Accessibility Standards policy (HR703).	In progress	

Part III: Employment Standards – Section 25

AODA Standards / Regulation Reference o. Reg.191/11,s. 25		Sub-committee Chair: Robin Tippett	Compliance Deadline: January 1st , 2014	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities	Status	
III: Recruitment General: Informing Employees of Supports	1) The College will inform its employees of the policies that are used to support 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.	1) AODA Integrated Accessibility Standards Regulation (HR 703) policy includes employee supports and has been communicated to staff and is posted on intranet.	Complete	
	2) The College will provide the information required under this section to new employees as soon as practicable after they begin their employment.	2) Communicate with all employees about revisions to the policy and their right to support.	Ongoing	
	3) The College will provide updated information to its employees whenever there is a change to existing policies.	3) Revise orientation packages to ensure inclusion of AODA Integrated Accessibility Standards Regulation Policy (HR 703).	Ongoing	

Part III: Employment Standards – Section 26

AODA Standards / Regulation Reference o. Reg.191/11,s. 26		Sub-committee Chair: Robin Tippett	Compliance Deadline: January 1st , 2014	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities	Status	
III: Recruitment General: Accessible Format and Communication Supports For Employees	1) When an employee with a disability requests it, the College will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for the following:	1) Establish a point of contact for employees within HR and inform all employees of how to access support.	Complete	
	a) Information that is needed in order to perform the employee’s job b) Information that is generally available to employees in the workplace	2) 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.	Complete	

Part III: Employment Standards – Section 27

AODA Standards / Regulation Reference o. Reg.191/11,s. 27		Sub-committee Chair: Robin Tippett	Compliance Deadline: January 1st , 2012	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities	Status	
III: Workplace Emergency Response	1) Should employees self-identify, the College will provide individualized workplace emergency response information to employees who have a disability.	1) Develop criteria for determining when an employee with a disability requires an individualized workplace response plan.	Complete	
	2) If an employee who receives individualized workplace emergency response information requires assistance (and with the employee’s consent) the College will provide the workplace emergency response information to the person designated by the College to provide assistance to the employee.	2) Develop process for establishing support teams for employees with disabilities.	Complete	
	3) The College will provide the information required under this section as soon as practicable after they become aware of	3) Communicate with all employees on an annual basis, and update plans as necessary on an on-going basis.	Complete	

AODA Standards / Regulation Reference o. Reg.191/11,s. 27		Sub-committee Chair: Robin Tippet	Compliance Deadline: January 1st , 2012	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities	Status	
	the need for accommodation due to the employee's disability.			
	<p>4) The College will review the individualized workplace emergency response information when the following occur(s):</p> <p>a) the employee moves to a different location in the organization</p> <p>b) the employee's overall accommodations needs or plans are reviewed</p> <p>c) the College reviews its general emergency response policies</p>		<p>No employees at this time have required an individual emergency response plan.</p>	

Part III: Employment Standards – Section 28

AODA Standards / Regulation Reference o. Reg.191/11,s. 28		Sub-committee Chair: Robin Tippet	Compliance Deadline: January 1, 2014	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities		Status
III: Documented Individual Accommodation Plans	Develop written process for documented individual accommodation plans to be kept in the employee’s personnel file ¹ .	1) Adapt the Ontario Colleges tool kit template for accommodation plans and make available to all HR consultants via the HR shared drive. 2) AODA Integrated Accessibility Standards Regulation policy (HR 703) incorporates information pertaining to documented individual accommodation plans.	Complete	

¹ This includes; how employee can participate and be assessed; how employer can request accommodation be achieved; how employee can request participation of union representative and personal information will remain private; frequency plan will be reviewed and updated; how reasons for denied request will be communicated and plan will be provided to employee.

Part III: Employment Standards – Section 29

AODA Standards / Regulation Reference o. Reg.191/11,s. 29		Sub-committee Chair: Robin Tippett	Compliance Deadline: January 1st, 2014	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities	Status	
III: Return To Work Process	1) The College will develop, document, and implement a Return To Work process for its employees who require disability-related accommodations in order to return to work. ²	1) Review SLC’s RTW procedures and revise as necessary, using Ontario Colleges Tool Kit template as a model. Include steps employer will take and use documented individual accommodation plans.	Complete – Return to Work Policy is completed (it is currently being updated).	
	2) The return to work process will: 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 b) use individual documented accommodation plans, as described in Section 28, as part of the process.		Complete – Return to Work Policy is completed (it is currently being updated).	

² 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.

Part III: Employment Standards – Section 30

AODA Standards / Regulation Reference o. Reg.191/11,s. 30		Sub-committee Chair: Robin Tippett	Compliance Deadline: January 1, 2014	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities	Status	
III: Performance Management³	The College will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process.	1) Review PMS and revise as necessary, using Ontario Colleges Tool Kit template as a model.	Complete – Performance Appraisal form now captures a question “Do you have any personal accessibility needs in your work area that have been addressed”.	

³ “Performance Management” refers to activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

Part III: Employment Standards – Section 31

AODA Standards / Regulation Reference o. Reg.191/11,s. 31		Sub-committee Chair: Robin Tippett	Compliance Deadline: January 1, 2014	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities	Status	
III: Career Advancement and Development ⁴	When the College provides career development and advancement to its employees it shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans.	1) Review SLC’s career development and advancement processes for possible barriers. 2) AODA Integrated Accessibility Standards Regulation policy (HR 703) incorporates information pertaining to career advancement and development.	Complete	

⁴ “Career Development and Advancement” includes providing additional responsibilities within an employee’s current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.

Part III: Employment Standards – Section 32

AODA Standards / Regulation Reference o. Reg.191/11,s. 32		Sub-committee Chair: Robin Tippett	Compliance Deadline: January 1, 2014	Exec. Dir, HR and Organizational Development Manager:
	Deliverables	Activities	Status	
III: Redeployment ⁵	The College will take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	1) Review SLC’s redeployment processes for possible barriers. 2) AODA Integrated Accessibility Standards Regulation policy (HR 703) incorporates information pertaining to redeployment.	Complete	

⁵ “Redeployment” means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

Part VI: Transportation Standards – Section 76

AODA Standards / Regulation Reference o. Reg.191/11, s. 76		Sub-committee Chair:	Compliance Deadline: January 1st , 2013	Sr. VP Advancement, Student & External Affairs Manager:
	Deliverables	Activities	Status	
II: Accessible Transportation	All College activities requiring transportation shall provide accessible transportation or equivalent service upon request.		Complete: Short or long term transportation will be made accessible upon request.	

