

**St. Lawrence College**  
**Accessibility Annual Report**

April 1, 2018 – March 31, 2019

**Submitted by:**

AODA Oversight Committee

## Table of Contents

### Contents

Our Vision .....	3
Our Mission.....	3
Our Values.....	3
St. Lawrence College’s Commitment to Accessibility .....	3
Summary .....	4
AODA Oversight Committee .....	4
Student Wellness & Accessibility.....	4
School of Contemporary Teaching and Learning (SCTL).....	5
Achievements Completed (April 1, 2018 – March 31, 2019).....	7
Category: Practice .....	9
Category: Technical .....	10
Category: Part II: Information and Communication Standards.....	11
Planned Initiatives to be addressed in the future (April 1, 2019 – March 31, 2020) .....	11
<i>*Additional initiatives are identified through feedback throughout fiscal year.</i> .....	11
Accessible website and Web content: .....	14
Accessible Documents:.....	14
Performance Management:.....	14
Recruitment and Selection Process: .....	14
Universal Design for Learning (UDL):.....	14
Closing Summary.....	14

## Our Vision

Rooted in our communities, we will be a globally recognized college delivering innovative learning opportunities and preparing career-ready graduates to be leaders in their fields.

## Our Mission

We are dedicated to student success, academic excellence and leadership in our communities.

## Our Values

- **Students First** – Part of our core mandate as an educational institution is to put our **students first**. Our staff is committed to providing our students with the programs, services and personal support to ensure their success. Simply put, we are here because of our students.
- **Team Work** – Our College succeeds because of our **teamwork**. Our dedicated and talented staff works together to achieve our collective mission. We are committed to fostering the skills, knowledge and passion of our team to deliver excellence in all that we do – for our students, our colleagues, and our communities.
- **Innovation** – Providing educational opportunities that deliver value to our students requires us to be resourceful and creative. This will ensure our College thrives as an institution and is resilient to external pressures. We believe building upon our achievements and focusing on **innovation** will advance the College and allow us to meet the evolving needs of our students now and in the future.
- **Integrity** – As we work toward our vision and mission, we strive to continually build trust with our students, staff, and community partners. We exemplify **integrity**; it governs our actions and decision-making processes.
- **Belonging** – We believe honesty, inclusivity and accountability are the pathways to success. As our communities evolve, we look to create a sense of belonging for our students, team, and partners. We celebrate diversity, respect our differences, value contributions, and foster an environment where everyone feels they can participate without discrimination in our College community.

## St. Lawrence College's Commitment to Accessibility

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. This will be done by preventing and removing barriers to accessibility and meeting accessibility requirements as outlined under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

## **Summary**

This document reflects the Annual Status Report for the College for the period from April 1, 2018 to March 31, 2019. The report describes the measures that St. Lawrence College has taken in 2018/2019 and measures St. Lawrence College intends to take in 2019/2020 to identify, and addresses barriers for people with disabilities who access and/or utilize our facilities and services. *\*Additional initiatives are identified through feedback throughout fiscal year.*

For a more in-depth look at St. Lawrence College's Multi-Year Accessibility Plan, please access the following website: [Multi-Year Accessibility Plan](#).

St. Lawrence College acknowledges its legal and ethical obligations as outlined in the AODA, 2005, and continues to strive towards a fully accessible environment by 2025.

St. Lawrence College is committed to making our resources usable by all people, whatever their abilities or disabilities. This information will be made available in alternative format upon request.

## **AODA Oversight Committee**

The AODA Oversight Committee consists of the Vice President of Student Services and Human Resources as the Chair with representation from all departments of the College. The committee will support the efficient and effective implementation of the AODA requirements, ensuring that St. Lawrence College remains in compliance with the AODA Integrated Standards required to be rolled out during the period of 2012-2025.

## **Student Wellness & Accessibility**

Counselling and AccessAbility Services (CAAS) has been re-branded to Student Wellness & Accessibility to increase both profile and access to service, language, and marketing focused on destigmatizing mental health. The department has undertaken a redesign of Student Wellness Services to a "Stepped Care Model" to provide appropriate services and support based on individual requirements of each person. Under the new model, students will be able to access new and expanded health services on its Kingston, Brockville and Cornwall campuses. The refreshed identify and services program incorporates the College's new value of Belonging. In addition to improving access to services, the goal is to reduce stigma associated with mental health and disability, while improving student well-being and creating a safe, welcoming, barrier-free environment.

The department will continually work to ensure students with functional impairments related to disability have equitable access to educational opportunities through the provision of appropriate academic accommodations and advocacy. In addition to the day-to-day services offered to students, Student Wellness & Accessibility has undertaken a number of initiatives to work to reduce barriers for students with disabilities. Some examples of these include:

- Ongoing continued support of students with Academic Accommodations - Supported by relevant documentation and outlined in an Accommodation Letter provided to primary

instructors, these educational practices and support services are individually designed to equalize the opportunity of a person with a disability in achieving the documented learning outcomes of a course or program. Accommodation needs may be also be supported by Learning Strategist Services, Alternative Media Technician, as well as Adaptive Technology Services, supporting the provision of relevant specific learning needs and strengths, through provision of relevant adaptive technologies for (e.g., text-to-speech/ speech-to-text software, Smart pens, mind mapping or using accessibility features on computers and devices), relevant alternative media forms and supported learning strategies and coaching.

- Ongoing support and access to the Accessible Test Centre. Equipped to provide test related accommodations, these test centres are available on all three campuses. Annual updates and continued access to a Faculty Reference Guide Supporting Students with Accommodations, provide faculty and staff with general guidelines about the legal and ethical responsibilities of the College to accommodate students with disabilities and practical information on how to implement accommodations to students with dignity and respect.
- Creation and launch of a new similar resource guide developed specifically for students. The Student Accommodation Reference Guide provides practical information to students regarding their rights and responsibilities in the accommodation process as well as more detailed information regarding supports and resources available to those with disabilities.
- Continued expansion of online accommodation renewal process, supporting students by reducing barriers and increasing access to accessibility services.
- Planned initiative for 2019-20 provides access to online intake processes and documentation for accommodation planning.
- Development of a new Service Animal Policy which outlines procedures to support students who require a service animal accommodation for functional limitations relating to a disability.
- Redesign of Student Wellness & Accessibility website to improve functionality, access and increased resources for students and staff. Website redesign will continue to comply with AODA and IASR requirements.
- Continued offering of workshops/presentations for faculty and staff throughout the year to increase knowledge and awareness of Student Wellness & Accessibility Services and the duty to accommodate students with functional impairments related to disability as well as how to respond to students in distress and direct them to appropriate mental health resources and supports. Ongoing collaborative discussions between Student Wellness & Accessibility and academic faculty related to accommodating students through our recurrent meetings and collaborative processes within the Liaison Program.
- New and existing programming will continue to be offered focusing on promotion of mental health and well-being and reducing stigma associated with mental health.

### **School of Contemporary Teaching and Learning (SCTL)**

The Centre for Contemporary Teaching & Learning (CCTL) underwent a restructuring to become the School of Contemporary Teaching and Learning (SCTL) with a renewed focus on three primary services (Professional Learning, Digital Learning, and Scholarship of Teaching & Learning). These services have been gradually introduced within the 2018-19 academic year and will continue to evolve in the subsequent year. With that said, these services have been reframed as: Professional Learning, Digital Learning, and Scholarship of Teaching & Learning. Initiatives during the period of review include the following:

- Created a two-year Faculty onboarding program called “Contemporary Educator Program”. The program was designed in Spring 2019 with a planned launch for August 2019. The CEP curriculum explores various elements of inclusive teaching and promotes principles of Universal Design for Learning (UDL) in contemporary teaching practices.
- Created an “Inclusion Matters” training program for all Faculty and Staff. The program includes four highly interactive onsite learning modules that are 2.5hrs in length. These modules provide a deeper dive into the complexities of inclusive teaching and learning environments by bringing in subject matter experts to discuss the principles of diversity, inclusion, and belonging with participants.
- Partnered with various departments in Spring 2019 to create a “Faculty Handbook” in hopes of aligning specific information related to student services. The digital document will be found on the SCTL website (<http://www.teachatslc.ca/professional-development-index.html>) and contains specific information on accessibility services for new/returning faculty.
- Piloted a formal onboarding checklist to outline specific teaching resources in order to promote UDL and accessibility resources within other departments.
- Offered customized workshops to enhance inclusive teaching practices (e.g. Inclusive Group Work; Addressing the Needs of Students with Learning Disabilities; Science of Learning; Creating Authentic Assessments, etc.)
- Revised eLearning Specialist role within the SCTL to include an accessibility component that spans over all three campuses (Brockville/Cornwall/Kingston). The eLearning Specialists are responsible for ongoing training and guiding faculty and staff in the creation of accessible digital content using college approved technologies. They have conducted multiple workshop and training sessions to raise awareness and increase the technical skill of college personnel in adopting an accessibility-first approach to content creation. These two positions continue to promote and infuse accessibility in all aspects of teaching and learning using Office 365, LinkedIn Learning, Learning Management System and Video Management Solution – Panopto, which provides an accurate close caption service for all video content created by faculty.

## **Achievements Completed (April 1, 2018 – March 31, 2019)**

### **Hello Future Project - Completed**

The Hello Future Project was a four-stage project that aimed to increase the space available for students, upgrade existing facilities, and expand the facilities available at the College.

Stage 1 of the Hello Future Project included implementing modernized health sciences simulation labs to assist the large portion of St. Lawrence students who are studying health and health-related programs. This stage of the project was completed in January 2017.

Stage 2 of the Hello Future Project included renovation of existing space including Davies Hall, the Front Foyer, Student Services, Innovation Hub and the Student Association Games Room. The renovations began in May 2017 and was completed in September 2017. The renovations that were completed included new flooring in the front entrance, electrical outlets placed throughout the floor in Davies Hall, new carpet and painting throughout. A new staircase was installed in Davies Hall up to the second floor with access to the Innovation Hub and Student Association. Four study rooms were constructed as well as a glass wall overlooking the Front Foyer.

Stage 3 of the Hello Future Project includes the construction of a new Student Life and Innovation Centre that will aim to provide the school with a number of facilities, including more study and meeting space, increased wellness opportunities for all students, staff, faculty and the surrounding community, and a centralization of student services to simplify student support. The gymnasium will have retractable bleachers and modifications will be made to the lower level so that a wheelchair may be placed in the lower row, while their companion seat is a regular seat. Accessible drop-off and parking will be available and other elements of the building will incorporate accessibility. Construction for the new Student Life and Innovation Centre began in May 2017, and completed in Fall 2018.

Stage 4 of the Hello Future Project included renovating and redeveloping the Centre for Behavioural Studies to create a permanent home. This stage began in December 2017 and was completed in Fall 2018. The centre is fully accessible and compliant with AODA. The building has ramped access, is constructed on one level, has two wheelchair accessible bathrooms, as well as a wheelchair accessible classroom.

The AODA Oversight Committee was actively involved in the Hello Future Project in order to ensure all accessibility considerations receive the proper attention.

**Category: Physical**

<b>Activity</b>	<b>Date Completed</b>
The table in the VDesk room at the Kingston campus has been raised to make it accessible for individuals in a wheelchair.	April 2018
An accessible circulation desk was installed and ready for use at the Kingston Library. The desk is accessible from both sides and plug ins were added on the student side of the counter for laptops.	April 2018
Simulation Labs, Cornwall and Brockville: This renovation will include accessible doors to spaces, and adjustable desks in the new control rooms for users.	August 2018
Flooring Upgrades Aultsville Hall Lobby, Cornwall campus. These improvements will include new flooring, but also contrasting colours in relation to the wall/floor intersection base and contrasting colours on the vertical face of the parapet at the 2 <sup>nd</sup> floor landing (and ramps to the Theatre on the 1 <sup>st</sup> floor) for those with vision impairments.	July 2018
Residence Upgrades, Brockville Campus 1 <sup>st</sup> floor. Includes improvements to access to suites by removing a sill and making an accessible door base, and replacing a solid face reception counter to provide accessible space for staff and visitors.	July 2018
Bus Lane/Bus stop Upgrades, Kingston Campus. Along with asphalt improvements, this upgrade will include tactile crosswalks to meet AODA and accessible ramps/curb cuts at sidewalks.	September 2018
Handrails are being added to stairs and ramps in the Kingston Library where they previously didn't exist to help those with mobility issues and those with vision impairments as the required 400mm level area will be included to identify the end/start of stairs and ramps.	June 2018



**Category: Practice**

<b>Activity</b>	<b>Date Completed</b>
The AODA Oversight Committee continues to hold bi-monthly meetings.	Ongoing
New staff continue to complete the required AODA training i.e. Customer Service training and AODA Integrated Accessibility Standards Regulation (IASR) Training and Training on the Human Rights Code (OHRC) through HR Downloads.	Ongoing
Accessibility template continues to be updated to log all accessibility issues and requests that are brought forward to the AODA Oversight Committee.	Ongoing
New students and staff are asked to complete an Employee Emergency Needs Survey form if they require assistance in an emergency situation and to safely evacuate the building. Individuals with temporary or ongoing workplace accommodation plans are also asked to complete a form.  Reminder e-mails are sent to all members of the SLC community at the beginning of each semester.	Ongoing
2017/2018 Accessibility Compliance Report provided to Glenn Vollebregt, President & CEO for sign off, with a copy to be submitted to the Accessibility Directorate of Ontario.	December 2018
The Human Resources and Organizational Development department revised the Functional Abilities Form (FAF) for employees to better identify restrictions / limitations to support reasonable workplace accommodation plans (temporary or ongoing)	March 2019

**Category: Technical**

Activity	Date Completed
The SCTL has created new services and updated its portfolio to distribute the responsibilities of promoting accessibility training to multiple team members.	Ongoing
The multimedia and hybrid/online service continue to ensure all teaching and learning digital assets that are produced are AODA compliant.	Ongoing
Upon request, closed captioning can now be added to video content created within the College's Enterprise Video Management solution, Panopto.	Ongoing
Universal Design for Learning (UDL) for all new full time faculty.	Ongoing
<p>The following AODA supports were made by Information Technology Client Services located at the Kingston Campus:</p> <ul style="list-style-type: none"> <li>• Interactive Flat Panels (SMART Boards) in the Hello Future Classrooms at the Kingston Campus are mounted on height adjustable wall mounts.</li> <li>• Interactive Flat Panel on height adjustable cart available at the Cornwall Campus.</li> <li>• Adjustable monitor mounts installed in Kingston labs in rooms 11340 and 11290 to allow students to adjust the heights of their monitors.</li> <li>• Interactive Flat Panels on height adjustable cart available on Brockville/Cornwall SIM labs</li> </ul>	

**Category: Part II: Information and Communication Standards**

Activity	Date Completed
New Policies: <ul style="list-style-type: none"> <li>• AC820 – Academic Accommodations for Students with Disabilities</li> </ul>	April 2018
New staff and faculty required to take online training on the following: <ul style="list-style-type: none"> <li>• AODA Customer Service Training (Comprehensive)</li> <li>• AODA Integrated Accessibility Regulation (IASR) Training and Training on Human Rights Code (OHRC) and policy review of AODA Integrated Accessibility Standards Regulation HR703</li> </ul>	Ongoing
New Facility staff required to take the Design of Public Spaces Standard training offered through HR Downloads.	Ongoing

**Planned Initiatives to be addressed in the future (April 1, 2019 – March 31, 2020)**

*\*Additional initiatives are identified through feedback throughout fiscal year.*

Activity/Project Proposed	Expected Date of Completion
2 <sup>nd</sup> floor landing off the residences wing for Cornwall campus replaced, allowing access for those with mobility issues.	December 2019
Reception area constructed for International center at Kingston campus included accessible power doors.	December 2019
Create sub-committee to gather data and information on Wayfinding System with goal of ensuring system meets requirements of AODA and individuals with disabilities.	September 2019
Complete renewal and major renovation for Kingston Campus cafeteria, including new furniture and layout to provide accessible paths of travel.	September 2019
New barrier free washroom for Brockville Campus to replace previous accessible washroom.	August 2019
Parking lot expansion on Kingston Campus to be undertaken in summer 2019 which will include the creation and paving of 265 new parking spaces.	Summer 2019

Representation of AODA committee to be reviewed and updated as required	September 2019
An Elevator at the Kingston campus received a complete refurbishment, including voice announcements for floor levels and going/up down; improved lighting levels, braille control identification and lower controls for accessibility; and larger buttons to meet CSA B355 “Lifts for Persons with Physical Disabilities” requirements.	October 2019
Service Animal Policy creation and implementation	September 2019
Resource guide for students, to provide practical information regarding their rights and responsibilities in the accommodation process as well as more detailed information regarding supports and resources available to students with disabilities.	September 2019
Review and revision to all Student Wellness and Accessibility process documentation to ensure compliance with AODA, IASR and Personal Health Information Protection Act (PHIPA) legislation.	September 2019
Multi-Year Accessibility Plan for the time period of 2016 – 2025 to be reviewed by AODA Oversight committee and updated as required.	March 2020
All printed educational and training resources available in accessible formats. Supplementary learning resources (e.g. course packs) available in accessible or conversion-ready versions upon request.	January 2020
Exterior Ramp at Brockville Campus (West end at Residences) project to be reviewed in consideration of relocating it away from current loading area.	March 2020
<p>Policy Reviews:</p> <ul style="list-style-type: none"> <li>• Accessibility for Persons with Disabilities</li> <li>• AODA Integrated Accessibility Standards Regulation</li> <li>• Workplace Harassment, Discrimination &amp; Bullying</li> </ul>	<p>January 2020</p> <p>February 2020</p> <p>March 2020</p>

Assess the purchase of a digital platform of educational modules, assessments, tools and resources to support staff and students mental health needs	August 2019
Create support groups services available within Student Wellness	September / October 2019
Expansion of Mental Health Resources - An online collection of resources has been developed to promote mental health, such as helping someone in distress, coping with grief/loss, sexual assault/ violence, and LGBTQ+.	October 2019

**Legislation:**

The College is committed to continuing to meet its ongoing obligations provided in Accessibility for Ontarians with Disabilities Act (AODA) and Integrated Accessibility Standards Regulations (IASR).

**Accessible website and Web content:**

Efforts will be made to ensure the College's websites and web content continue to be accessible to all users, meeting the WCAG Level A requirements.

**Accessible Documents:**

The CCTL Project Specialist will continue to provide training on creating accessible documents. Upon request, the College will consult with employees who request accessible formats or communication supports, or other workplace accommodations.

**Performance Management:**

In administering the College's Performance Management processes, the College will continue to take into account the accessibility needs and individual accommodation plans of employees with disabilities throughout the process. In addition the accessibility needs of employees with disabilities are considered when the College is providing career development, advancement and redeployment to employees.

**Recruitment and Selection Process:**

The College recruitment process continues to adapt to accessibility needs through all stages of the hiring. Candidates being invited for interviews are asked if they require any accommodation for any component of their hiring assessment. Workplace information, including information needed to perform a job and general information available to all employees at work, is provided in an accessible form upon request. Newly hired employees continue to receive information related to the College's accessibility policies and current employees continue to be advised if changes to accessibility policies occur.

**Universal Design for Learning (UDL):**

SCTL continues to promote UDL practice in course design and course delivery by integrating UDL modules in the New Faculty PD program. Plans to increase awareness for faculty will be on an ongoing basis.

**Closing Summary**

In accordance with the Accessibility for Ontarians with Disabilities Act, St. Lawrence College has prepared this Annual Accessibility Report.

Approved by: The AODA Oversight Committee on December 17, 2019  
St. Lawrence College