

## Fanshawe College AODA Multi-year Accessibility Plan

### Part I: General Standards – s.3, s.4, s.5

Standard	AODA Standard or Regulation Reference	Deadline	Deliverables	Responsibility	Status
Establish accessibility policies.	O. Reg.191/11, s. 3	January 1, 2013	Fanshawe Accessibility for Persons with Disabilities Policy – Updated with Integrated Accessibility Standards.	AODA Coordinator/ Accessible Environments Working Group	Complete
Establish multi-year accessibility plan.	O. Reg.191/11, s. 4	January 1, 2013	Accessibility Plan 2013 to 2017, approved by Senior Leadership Council.	AODA Coordinator/ Accessible Environments Working Group	Complete
Incorporate accessibility criteria and features into purchasing policies and processes and provide explanation if impracticable.	O. Reg.191/11, s. 5	January 1, 2013	1) Develop individual Department AODA Specification Criteria in conjunction with key departments, IT, Facilities, Academic in order to identify a finalized criteria set.  Publish AODA specification criteria checklist that will be applied by specification writers when procuring or acquiring goods, services or Facilities through the Purchasing process.	Purchasing and Accounts Payable	Complete

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### Part I: General Standards – s.6, s.7

Standard	AODA Standard or Regulation	Deadline	Deliverables	Responsibility	Status
Incorporate accessibility features in self-serve kiosks.	O. Reg.191/11, s. 6	January 1, 2013	All self-service kiosks on all campuses will be accessible.	Purchasing/ Facilities	Complete
Provide training on accessibility standards and Human Rights Code.	O. Reg.191/11, s. 7(1)	January 1, 2014	All employees and volunteers will be trained on the Integrated Accessibility Standards Regulation and Human Rights Code. Training module included in the training requirements for new employees.	Human Resources	Modules completed, provided on ongoing basis
Keep a record of the training provided, including dates and number of people trained.	O. Reg.191/11, s. 7(1)	January 1, 2014	Tracking system in place to ensure compliance.  Follow-up on outstanding and past due compliance.	Human Resources  Human Resources / Manager	Complete  Ongoing

**Part II: Information and Communication Standards – s.11, s.12, s.13**

<b>Standard</b>	<b>AODA Standard or Regulation Reference</b>	<b>Deadline</b>	<b>Deliverables</b>	<b>Responsibility</b>	<b>Status</b>
Ensure feedback processes are accessible.	O. Reg.191/11, s. 11	January 1, 2014	Feedback processes are accessible to persons with disabilities. Accessible formats and/or communication supports provided upon request.	AODA Coordinator/ Accessible Environments Working Group/ Counselling and Accessibility Services	Ongoing
Provide accessible formats and communication supports on request. Consult with person requesting. No additional cost. Notify Public of availability.	O. Reg.191/11, s. 12	January 1, 2015	Provide accessible formats and communication supports in a timely manner, at no additional cost on request, in consultation with the requestor.	Reputation and Brand Management	Ongoing

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<b>Standard</b>	<b>AODA Standard or Regulation Reference</b>	<b>Deadline</b>	<b>Deliverables</b>	<b>Responsibility</b>	<b>Status</b>
Make emergency procedure and public safety information accessible upon request.	O. Reg.191/11, s. 13	January 1, 2012	Provide emergency and public safety information in an accessible format or with communication supports on request.	Emergency Management Office	Ongoing

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### Part II: Information and Communication Standards – s.14, s.15

Standard	AODA Standard or Regulation Reference	Deadline	Deliverables	Responsibility	Status
Ensure websites and web content conform to guidelines WCAG 2.0 Level A.	O. Reg.191/11, s. 14	January 1, 2014	External web site conforms to Web Content Accessibility Guidelines 2.0 level A. Fanshawe Online portal, My Fanshawe and Student Information Systems are assessed for future compliance requirements.	Reputation and Brand Management	Complete  Ongoing (Currently Compliant)
Ensure websites and web content conform to guidelines WCAG 2.0 Level AA.	O. Reg.191/11, s. 14	January 1, 2021	External website conforms to Web Content Accessibility	Reputation and Brand Management	Complete
Provide accessible or conversion-ready electronic format of educational or training resources/material as needed.	O. Reg.191/11, s. 15	January 1, 2013	All Fanshawe programs provide educational and training resources and materials in a format that takes into account the accessibility needs of the person with a disability.	AODA Coordinator/ Human Resources/ Academic Areas	Complete
Provide program information and student records in accessible format.	O. Reg.191/11, s. 15	January 1, 2013	All student records and information on program requirements, schedules and descriptions are available in an accessible format upon request.	Registrar	Ongoing

**Part II: Information and Communication Standards – s.16, s.17, s.18**

<b>Standard</b>	<b>AODA Standard or Regulation Reference</b>	<b>Deadline</b>	<b>Deliverables</b>	<b>Responsibility</b>	<b>Status</b>
Provide accessibility awareness training related to accessible program or course delivery and instruction.	O. Reg.191/11, s. 16	January 1, 2013	Training for educators. Training module included in the training requirements for new employees.	Human Resources	Modules completed, provided on ongoing basis
Keep a record of the training provided, including dates and number of people trained.	O. Reg.191/11, s. 16	January 1, 2013	Tracking system in place to ensure compliance.  Follow-up on outstanding and past due compliance.	Human Resources  Human Resources/ Manager	Complete  Ongoing
Provide accessible format or conversion-ready textbooks.	O. Reg.191/11, s. 17	January 1, 2015	Provide accessible format or conversion-ready textbooks.	Academic Area/Library/ Retail Services/ Counselling and Accessibility Services	Ongoing
Provide, procure or acquire by other means an accessible or conversion ready format of print resources and materials for a person with a disability, where available and upon request.*	O. Reg.191/11, s. 18	January 1, 2015	Develop process to provide or source accessible or conversion ready print resources and materials where possible and upon request.	Library	Ongoing

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Standard	AODA Standard or Regulation Reference	Deadline	Deliverables	Responsibility	Status
<p>Provide, procure or acquire by other means an accessible or conversion ready format of digital or multimedia resources or materials for a person with a disability, where available and upon request.*</p> <p>*Special collections, archival materials, rare books and donations are exempt from this requirement.</p>	O. Reg.191/11, s. 18	January 1, 2020	Provide accessible format or conversion-ready digital or multimedia resources or materials.	Library	Ongoing

### Part III: Employment Standards – s.22, s.23, s.25, s.26, s.27, s.28, s.29, s.30, s.31, s.32

Standard	AODA Standard or Regulation Reference	Deadline	Deliverables	Responsibility	Status
Notify applicants about the availability of accommodations for applicants with disabilities in the recruitment process.	O. Reg.191/11, s. 22	January 1, 2014	Job applicants, both internal and external are advised of the availability of accommodation during the recruitment process.	Human Resources	Ongoing

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Standard	AODA Standard or Regulation Reference	Deadline	Deliverables	Responsibility	Status
Notify applicants selected to participate in the assessment and selection process that accommodations are available upon request.	O. Reg.191/11, s. 23	January 1, 2014	Selected applicants are advised accommodation is available upon request.	Human Resources	Ongoing
Consult with the applicant to provide or arrange for the provision of suitable accommodation that considers the applicant's accessibility needs due to disability.	O. Reg.191/11, s. 23	January 1, 2014	Consult with applicants with disabilities to ensure that the accommodations provided are suitable and effective.	Human Resources	Ongoing
Notify successful applicants of policies for accommodating employees with disabilities.	O. Reg.191/11, s. 24	January 1, 2014	New employees are advised of the policies for accommodating employees with disabilities.	Human Resources	Ongoing
Advise employees of the policies supporting employees with disabilities.	O. Reg.191/11, s. 25	January 1, 2014	All employees are advised of the Accessibility for Persons with Disabilities and the Accommodation for Employees with Disabilities policies.	Human Resources/ Reputation and Brand Management	Ongoing



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Standard	AODA Standard or Regulation Reference	Deadline	Deliverables	Responsibility	Status
Provide information to new employees.	O. Reg.191/11, s. 25	January 1, 2014	All new employees receive information about the policies during orientation.	Human Resources	Ongoing
Provide updated information on accommodation policies.	O. Reg.191/11, s. 25	January 1, 2014	Revise website and provide information to employees when policies are changed.	Human Resources/ Reputation and Brand Management	Ongoing
Provide accessible formats and communications supports for job or workplace information on request.	O. Reg.191/11, s. 26	January 1, 2014	Alternative formats and supports are provided upon request; conversion-ready documents and electronic communications are the established standard for all College communications.	Reputation and Brand Management/ Human Resources	Ongoing
Consult with employee making the request to determine suitability of an accessible format or communication support.	O. Reg.191/11, s. 26	January 1, 2014	Consult with employee with a disability to ensure that the accessible formats and communication supports provided are suitable and effective.	Reputation and Brand Management/ Human Resources	Ongoing

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<b>Standard</b>	<b>AODA Standard or Regulation Reference</b>	<b>Deadline</b>	<b>Deliverables</b>	<b>Responsibility</b>	<b>Status</b>
Provide individualized workplace emergency response information to employees who have a disability if the disability is such that it is necessary and when the employer is aware of the employee's needs.	O. Reg.191/11, s. 27	January 1, 2012	Employees with disabilities receive an individualized emergency plan when self-identified.	Emergency Management Office	Ongoing
Provide information to person designated to provide assistance upon consent.	O. Reg.191/11, s. 27	January 1, 2012	Persons providing assistance are informed of plans and their role and are advised of any changes.	Emergency Management Office	Ongoing
Review individualized workplace emergency response information.	O. Reg.191/11, s. 27	January 1, 2012	Fanshawe reviews Personal Emergency Plans at least annually.	Emergency Management Office	Ongoing

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Standard	AODA Standard or Regulation Reference	Deadline	Deliverables	Responsibility	Status
<p>Develop written process for development of documented individual accommodation plans. Include prescribed elements in process:</p> <ul style="list-style-type: none"> <li>• How employees can participate.</li> <li>• How employees will be assessed.</li> <li>• How employer can request an evaluation by medical or other expert to determine how the accommodation can be achieved.</li> <li>• How employee can request participation of union representative.</li> <li>• Steps taken to protect the privacy of employee's personal information.</li> <li>• How and how often plan will be reviewed and updated.</li> <li>• How reasons for denied request will be communicated.</li> </ul> <p>How plan will be provided to employee.</p>	O. Reg. 191/11, s. 28	January 1, 2014	Policy and procedure for documenting individual accommodation plans in place.	Human Resources	Complete

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Standard	AODA Standard or Regulation Reference	Deadline	Deliverables	Responsibility	Status
Develop a documented return-to-work process. Include steps employer will take; use documented individual accommodation plans.	O. Reg.191/11, s. 29	January 1, 2014	Fanshawe has a detailed return to work process for all employees who are ill or injured or returning to work due to a disability and require disability-related accommodations in order to return to work.	Human Resources	Complete
Include accessibility considerations in performance management processes.	O. Reg.191/11, s. 30	January 1, 2014	Provide performance management processes that take into account the accessibility needs of employees with disabilities when required.	Human Resources	Complete
Include accessibility considerations in career development and advancement processes.	O. Reg.191/11, s. 31	January 1, 2014	Provide career development and advancement process that takes into account the accessibility needs of employees with disabilities.	Human Resources	Complete
Include accessibility considerations in redeployment processes.	O. Reg.191/11, s. 32	January 1, 2014	Provide redeployment process that takes into account the accessibility needs of employees with disabilities.	Human Resources	Complete

**Part IV: Transportation Standards – s.76**

<b>Standard</b>	<b>AODA Standard or Regulation Reference</b>	<b>Deadline</b>	<b>Deliverables</b>	<b>Responsibility</b>	<b>Status</b>
Provide accessible vehicles or equivalent services on request.	O. Reg.191/11, s. 76	January 1, 2011	When transportation services are provided/contracted by the College, ensure transportation provider adheres to accessibility requirements and standards.	Purchasing and Accounts Payable	Complete

**Part 1V.1: Design of Public Spaces Standards (Accessibility Standards for the Built Environment)**

<b>Standard</b>	<b>AODA Standard or Regulation Reference</b>	<b>Deadline</b>	<b>Deliverables</b>	<b>Responsibility</b>	<b>Status</b>
Provide accessible outdoor public spaces.	O. Reg.191/11, s. 80.2	January 1, 2016	Newly constructed or redeveloped outdoor public spaces will meet the requirements specified in both the Ontario Building Code (2015), the AODA standards and regulations and CSA-B651-12 Accessible Design for the Built Environment.	Facilities Operations and Sustainability	Ongoing

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Standard	AODA Standard or Regulation Reference	Deadline	Deliverables	Responsibility	Status
Provide accessible services: service counters, fixed queuing guides, and waiting areas.	O. Reg.191/11, s. 80.4	January 1, 2016	Newly constructed service counters and fixed queuing guides and newly constructed or redeveloped waiting areas (inside or outside) will meet the requirements of the OBC (2015), the AODA standards and regulations and CSA-B651-12 Accessible Design for the Built Environment.	Facilities Operations and Sustainability	Ongoing
Provide accessible outdoor public use eating areas	O. Reg.191/11, s. 80.16	January 1, 2016	Newly constructed or redeveloped outdoor public use eating areas will meet the requirements specified in both the Ontario Building Code (2015), the AODA standards and regulations and CSA-B651-12 Accessible Design for the Built Environment.	Facilities Operations and Sustainability	Ongoing
Provide accessible exterior paths of travel, including consultation with the public and persons with disabilities on the design and placement of rest areas	O. Reg.191/11, s. 80.21	January 1, 2016	Newly constructed or redeveloped exterior paths of travel will meet the requirements specified in both the Ontario Building Code (2015), the AODA standards and regulations and CSA-B651-12 Accessible Design for the Built Environment.	Facilities Operations and Sustainability	Ongoing

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Standard	AODA Standard or Regulation Reference	Deadline	Deliverables	Responsibility	Status
Provide requisite number and type of accessible parking spaces	O. Reg.191/11, s. 80.32	January 1, 2016	Newly constructed or redeveloped parking lots will provide the requisite type of space, number of spaces, access aisles, and signage	Facilities Operations and Sustainability	Ongoing
Include procedures for preventative and emergency maintenance of the accessible elements in public spaces.	O. Reg.191/11, s. 80.44	January 1, 2016	Preventative and emergency work order system in place to ensure all facilities are well maintained.	Facilities Operations and Sustainability	Complete
Include procedures for dealing with temporary disruptions when accessible elements under this standard are not in working order.	O. Reg.191/11, s. 80.32	January 1, 2016	When temporary disruptions occur, notice is posted electronically, and signage is placed at the location which provides alternative accessible routes/locations.	Facilities Operations and Sustainability/ Campus Security Services	Ongoing

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### Part 1V.2: Customer Service Standards – s. 80.46, s. 80.47, s. 80.48

Standard	AODA Standard or Regulation Reference	Deadline	Deliverables	Responsibility	Status
Develop, implement, and maintain policies governing the provision of goods, services, and facilities.	O. Reg.191/11, s. 80.46	January 1, 2010	Accessibility for Persons with Disabilities Policy – Integrated Accessibility Standards updated to include Customer Service Standards changes effective July 1, 2016.	Accessible Environments Working Group	Complete
Use of service animals and support persons.	O. Reg.191/11, s. 80.47	January 1, 2010	Policy and processes permit people with disabilities to be accompanied by their guide dog or service animal or support person when accessing goods, services and facilities.	Accessible Environments Working Group	Complete
Provide notice if there is a temporary disruption of services.	O. Reg.191/11, s. 80.48	January 1, 2010	Develop process to provide notice when temporary disruptions occur including reason, duration, and description of alternative facilities and services if available.	Accessible Environments Working Group	Complete



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Standard	AODA Standard or Regulation Reference	Deadline	Deliverables	Responsibility	Status
Ensure training is provided to employees, volunteers, anyone who develops policy, and any other provider of goods, services and facilities at the College.	O. Reg.191/11, s. 80.49	January 1, 2010	<p>Training on the purpose of the Act and customer service for person with disabilities.</p> <p>All new employees are required to complete the Customer Service Standards training.</p> <p>Tracking system in place to ensure compliance.</p> <p>Follow-up on outstanding and past due compliance.</p>	<p>Accessible Environments Working Group</p> <p>Human Resources / Manager</p>	<p>Modules completed, provided on ongoing basis</p> <p>Ongoing</p>
Feedback process for receiving and responding to the manner in which goods, services and facilities are provided. Ensure the feedback process is accessible.	O. Reg.191/11, s. 80.5	January 1, 2010	<p>Develop feedback process are accessible to persons with disabilities.</p> <p>Accessible formats and/or communication supports provided upon request.</p>	AODA Coordinator/ Accessible Environments Working Group	<p>Complete</p> <p>Ongoing</p>
<p>Provide accessible formats and communication supports on request.</p> <p>Consult with person requesting.</p> <p>No additional cost.</p> <p>Notify public of availability.</p>	O. Reg.191/11, s. 80.51	January 1, 2010	Provide accessible formats and communication supports in a timely manner, at no additional cost on request, in consultation with the requestor.	AODA Coordinator/ Accessible Environments Working Group	Ongoing