



Multi-Year Accessibility Plan 2013-2018

Prepared and Submitted by the
Lakehead University Accessibility Committee
December 2012
Revised December 2013

This document is available in alternate format upon request.

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Message from the President



I am pleased to present Lakehead University's Multi-Year Accessibility Plan for 2013-2018. This plan highlights some of the initiatives that Lakehead University has identified and is undertaking in order to advance the University in its goal of being a leading accessible and barrier-free campus. In this, our tenth year of preparing an annual accessibility plan, we describe the progress that has been made through the collaboration and efforts of students, staff, and faculty. But this year marks the first year that the plan also provides a five-year look forward outlining the various initiatives that the University wishes to work on over the course of this multi-year plan.

The continued progress that the members of the Lakehead University community make towards removing barriers that many persons with disabilities face in the academic setting is commendable. I am proud of the persistence and care which these services and supports are provided to persons with disabilities.

It is also with great honour that I acknowledge the successes of students with disabilities and the progress they each make toward attaining their educational goals. I also acknowledge and recognize with thanks the contributions of staff and faculty with disabilities who have helped us and continue to help us as we strive towards becoming a fully accessible community. Together we work towards this goal.

I thank all those people who have dedicated their time and efforts to realizing this plan and I invite you to read our Multi-Year Accessibility Plan as an expression of Lakehead's commitment towards a fully accessible University community.

Brian J. R. Stevenson, PhD
President and Vice-Chancellor
Lakehead University

Introduction

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and formerly the Ontarians with Disabilities Act (2001), universities are annually required to prepare and publically release an accessibility plan in consultation with persons with disabilities and others in the community.

Effective January 2013, universities are transitioning from an annual accessibility plan to that of a Multi-Year Accessibility Plan as per AODA requirements. Therefore, this document will be a transition from the 2012-2013 annual university accessibility plan to that of a Multi-Year Accessibility Plan for Lakehead University.

This plan has been developed by the Lakehead University Accessibility Committee - a group that includes representation from both of the University's campuses (Orillia and Thunder Bay) including faculty, various administrative departments, representation from the Lakehead University Student Union, and students.

While this report indicates that significant progress has been made towards Lakehead's ultimate goal of universal accessibility, the committee remains cognizant that barriers still exist and that the long-term goal of universal accessibility can be achieved only through a continued commitment to increasing awareness on accessibility issues.

The Accessibility for Ontarians with Disabilities Act, 2005

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025.

In 2007, the Accessibility Standards for Customer Service was enacted under AODA establishing standards for designated public sector organizations, applicable to the University, that articulate the requirements for policies, practices and procedures that govern the provision of goods or services to persons with disabilities. This legislation was effective January 2010.

In 2011, the new Integrated Accessibility Standards Regulation (IASR) was enacted under the AODA to help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility. Within the IASR general requirements are being articulated in addition to specific standards being articulated in four areas, namely:

- Information and communications standards
- Employment standards
- Transportation standards
- Design of public spaces

Lakehead University filed its first University Accessibility Plan in 2003 under the Ontarians with Disabilities Act (ODA). This plan has been updated annually and has, since 2005, been in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). These accessibility plans have outlined accomplishments that the University has achieved to address the removal of barriers and the steps it has taken to prevent barriers.

The transition towards a Multi-Year Accessibility Plan builds on Lakehead University's previous work in creating an accessible environment, identifies our accomplishments to date, and outlines the next steps in our continued efforts to identify and remove barriers for people with disabilities.

Commitment to Accessibility

Our Mission Statement

Lakehead University, as a comprehensive university, is committed to excellence and innovation in undergraduate and graduate teaching, service, research and other scholarly activity. As part of this commitment, Lakehead University is dedicated to a student-centered learning environment. Lakehead University values its people and the diversity of their ideas, contributions and achievements. Lakehead University is dedicated to working with Aboriginal peoples in furthering their educational aspirations. Building on its accomplishments and partnerships and recognizing its role in Northwestern Ontario and Central Ontario, Lakehead University reaches out regionally, nationally and internationally.

Lakehead University is committed to educating students who will be recognized for leadership and independent critical thinking and who are aware of social and environmental responsibilities.

Our Commitment to Accessibility

In fulfilling our mission, Lakehead University is committed to the full inclusion and participation of persons with disabilities in all aspects of university life. The University strives at all times to provide its goods or services in a way that respects the dignity and independence of persons with disabilities. We are also committed to providing persons with disabilities the same opportunity to access the University's goods and services and allowing them to benefit from the same services, in the same place and in a similar way as others unless alternate measures are necessary whether temporarily or on a longer term basis to provide the service required. Moreover, Lakehead University is committed to meeting the accessibility needs of persons with disabilities in a timely fashion and in a way that takes into account the person's disability.

Lakehead University is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and the associated Standards - Accessibility Standards for Customer Service (Regulation 429/07) and the Integrated Accessibility Standards (Regulation 191/11).

Integrated Accessibility Standards - Multi-Year Accessibility Plan

Part I: General

AODA Standards / Regulation Reference O. Reg.191/11, s. 3	Establishment of accessibility policies		Deadline: January 1, 2013
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
<p>...Shall develop, implement and maintain policies governing how organization achieves or will achieve accessibility through meetings its requirements referred to in the Regulation.</p>	<p>All University policies will be articulated in such a fashion that the policies meet accessibility requirements referred to in the Integrated Accessibility Standard Regulation.</p>	<p>1. Review all University policies to determine whether they meet the requirements within the Regulation 191/11.s.3.</p>	<p>Completed 07/2012</p>
		<p>2. Where policies need to be revised or amended, suggested revisions would be provided to the appropriate authority for approval and implementation.</p>	<p>Completed 01/2013</p>

Part I: General Standards – s.3 (continued)

s. 3 Establishment of accessibility policies - continued			
<p>...Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies</p>	<p>Establish an overall University statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner.</p>	<p>1. Develop a guiding principles document - "Accessibility @ Lakehead University" articulating the University's statement of commitment to accessibility. This commitment will be assumed in all University policies.</p>	<p>Completed November 2012</p>
		<p>2. Approval of "Accessibility @ Lakehead University" - November 2012.</p>	<p>Completed November 2012</p>
		<p>3. Post document on website and provide link to document within University Calendar once approved.</p>	<p>Completed December 2012</p>
<p>... Shall prepare one or more written documents describing its policies; and ... Make the documents publicly available, and shall provide them in an accessible format upon request</p>	<p>Prepare one (or more) written document(s) that describes the University's policies regarding accessibility.</p>	<p>Revise original Customer Service policy and provide more information on use of service animals, use of assistive devices, availability and format of documents, etc.</p>	<p>Completed October 2012</p>
		<p>Develop dedicated webpage for Accessibility – with links to all accessibility-related policies, documents and related resources.</p>	<p>Completed December 2012</p>
	<p>The document(s) prepared shall be made publicly available and shall be provided in the appropriate accessible format upon request.</p>	<p>All shall be posted on Accessibility webpage with notice that documents shall be made available in alternate format upon request.</p>	<p>Completed December 2012</p>

Part I: General Standards – s.4

AODA Standards / Regulation Reference O. Reg.191/11, s. 4	Multi-Year Accessibility Plans		Deadline: January 1, 2013
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
...Establish, implement, maintain and document a Multi-Year Accessibility Plan that outlines the strategy to remove and prevent barriers and to meet the requirements under this Regulation.	Develop Multi-Year Accessibility Plan for Lakehead University: 2013-2018	Draft Multi-Year Accessibility Plan.	July, 2012
		Review 1st draft with key stakeholders.	August 2012
		Review 1st draft with University Accessibility Committee and persons with disabilities	October 2012
		Finalize Multi-Year Accessibility Plan.	October 2012
		Present plan to University Accessibility Committee for recommendation to approve.	November 2012
		Present MYAP and recommendation for approval to PPG.	December 2012
		Post Multi-Year Accessibility Plan on website.	Completed January 2013
... Establish, review and update their accessibility plans in consultation with persons with disabilities and, if established, an accessibility committee.	Review existing accessibility plan.	Review accessibility plan with persons with disabilities and University Accessibility Committee	Completed September 2012
		Incorporate changes/revisions suggested by University Accessibility Committee and persons with disabilities and report in annual accessibility report.	Completed October 2012
... Prepare annual status report on the progress of measures taken to implement the Multi-Year Accessibility Plan.	Update annual status report on measures taken to implement objectives within Multi-Year Accessibility Plan.	Complete annual status report (for 2013) reporting on strategies outlined in Multi-Year Accessibility Plan.	In Progress Fall 2013

Part I: General Standards – s.4 (continued)

s.4 Multi-Year Accessibility Plans (continued)			
... Post the status report on the website and provide the report in an accessible format upon request.	Post final annual status report on website and make available in alternate format upon request.	Post annual status report on website. Make it available in alternate format upon request	In Progress Target: December 2013

Part I: General Standards – s.5

AODA Standards / Regulation Reference O. Reg.191/11, s. 5	Procuring or Acquiring Goods, Services or Facilities		Deadline: January 1, 2013
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
Incorporate accessibility criteria and features.	Ensure the University Procurement policy ensures that consideration of accessibility criteria and features are considered in purchases of goods, services or facilities except where it is not practicable to do so.	Review and revise Procurement policy to ensure the policy adequately addresses the need to consider accessibility criteria and features when purchasing goods, services or facilities except when impractical to do so.	Completed January 2013
Provide explanation if impracticable.	Provide, upon request, an explanation when accessibility criteria or features are not practical to consider in the purchase of goods, services or facilities.	Include appropriate statement in Procurement policy regarding this deliverable (see above).	Completed January 2013

Part I: General Standards – s.6

AODA Standards / Regulation Reference O. Reg.191/11, s. 6	I: Self-service Kiosks		Deadline: January 1, 2013
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
<p>... Public sector organizations shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.</p>	<p>Accessibility features shall be incorporated into the design, procurement or acquisition of self-service kiosks where it is practicable to do so.</p>	<p>1. For any self-service kiosks being considered or renovated, accessibility features shall be incorporated into any design, procuring or acquiring of the kiosks where it is practicable to do so.</p>	<p>VP Administration & Finance Procurement policy amended January 2013</p>

Part I: General Standards – s.7

AODA Standards / Regulation Reference O. Reg.191/11, s. 7(1)	I: Training		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
Provide training on the requirements of the accessibility standards and Human Rights Code as it pertains to persons with disabilities.	Training will be provided to all employees, volunteers, all persons who participate in developing University policies and other persons who provide goods, services or facilities on behalf of the University	<ol style="list-style-type: none"> 1. Working Together: Ontario Human Rights Code Training: as developed by OHRC – all employees and volunteers will be required to complete this training by December 31, 2013. 2. Training link to be delivered in early November 2013. 3. Certificate of Training document will be collected by supervisor and directed to HR. 	Human Resources <ol style="list-style-type: none"> 1. Fall 2013 2. Fall 2013 3. December 2013
Training on requirements of accessibility standards and Human Rights Code shall be appropriate to the duties of the employees, volunteers and other persons.	Training is appropriate to the employee, volunteer or other persons.	<ol style="list-style-type: none"> 1. All employees & volunteers are required to complete the Human Rights Code training as it pertains to persons with disabilities (Working Together: Ontario Human Rights Code Training) 2. Training modules on requirements within the accessibility standards will vary by employee group depending on nature of position/duties. 	Human Resources <ol style="list-style-type: none"> 1. November 2013 2. November 2013
Every person to receive training shall be trained as soon as practicable.	Training will be delivered as soon as practicable to those who require training.	1. Training of existing employees, volunteers and other persons will be done as soon as training is developed and available.	Human Resources Fall 2013
		2. Training of new employees, volunteers and other persons will be done at orientation or upon acquiring the services of persons who will be involved in the delivery of goods, services or facilities on behalf of the University.	Human Resources January 2014
A record of training shall be kept including dates on which training was provided and number of individuals to whom training was provided.	A record of training, dates of training, and to whom training was provided will be kept.	A record of training, training certificates, including dates and to whom training was provided will be kept by Human Resources.	Human Resources Fall 2013

Part II: Information and Communication Standard

AODA Standards / Regulation Reference O. Reg.191/11, s. 11	II: Feedback Processes		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
Every obligated organization that has processes for receiving and responding to feedback shall ensure that feedback processes are accessible to persons with disabilities.	All feedback processes shall be accessible to persons with disabilities.	1. To ensure all feedback processes are accessible, persons with disabilities may request that a feedback process be made available in an alternate (accessible) format or receive communication support to provide feedback.	Student Accessibility Services, Human Resources January 2014
Notification should be given regarding the availability of accessible formats and communication supports	Signage is placed in all service areas across the University and within policy documents that information and documents can be made available in alternate format upon request.		Vice-President, Administration & Finance Completed January 2014

Part II: Information and Communication Standards – s.12

AODA Standards / Regulation Reference O. Reg.191/11, s. 12	II: Accessible Formats and Communication Supports (continued)		Deadline: January 1, 2015
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
Provide accessible formats and communication supports in a timely manner taking into account the persons disability and at a cost no more than the regular charge to other persons.	<p>Upon request, the provision of accessible formats and communication supports will be delivered:</p> <ul style="list-style-type: none"> • In a timely fashion • Appropriate to the disability • At a cost no greater than what is charged to another person 	<p>Upon request, documents and communication supports are provided in a timely fashion and appropriate to the disability so as to meet the needs of the person with the disability.</p> <p>Any cost associated with this is no greater than what is charged to another person.</p>	Student Accessibility Services, all service units, Human Resources
Consult with person requesting to determine suitability of accessible format and communication support.	Consultation will occur with person requesting alternate or accessible format to ensure suitability of accessible format or communication support.	Upon request of documents or information to be available in an alternate format or with communication support, consultation does occur to ensure that the alternate format or communication support is appropriate and meets the needs of the person making the request.	Student Accessibility Services, Service Units, Human Resources
Notify public of availability of accessible format and communication supports upon request.	Public shall be aware that, upon request, information be made available in an accessible format or that communication support be provided.	<ol style="list-style-type: none"> 1. Information regarding alternate format of documents and communication supports is articulated in the Provision of University Goods and Services to Persons with Disabilities policy. 2. A notice shall be placed on the Accessible webpage that upon request information can be made available in an accessible format or that appropriate communication support can be provided. 3. Post signage in service areas ... “If you require information or documents from our office in another format, please let us know. We are happy to help you.” 	<p>Completed January 2012</p> <p>Completed January 2013</p> <p>Completed January 2014</p>

Part II: Information and Communication Standards – s.13

AODA Standards / Regulation Reference O. Reg.191/11, s. 13	II: Emergency Procedure Plans and Public Safety Information		Deadline: January 1, 2012
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
If emergency procedures, plans and public safety information are made available to the general public those materials must be made available in an accessible format or with appropriate communication supports as soon as practicable upon request.	Any emergency procedures, plans and public safety information made available to the public shall also be made available in an accessible format or with appropriate communication supports as soon as practicable upon request.	Emergency procedures and plans are posted on the website with notification that upon request documents can be made available in alternate format. Signs are posted on Health & Safety bulletin boards that documentation can be made available in alternate format upon request.	Human Resources Completed January 2012

Part II: Information and Communication Standards – s.14

AODA Standards / Regulation Reference O. Reg.191/11, s. 14	II: Accessible Web Sites and Web Content		Deadline: Various Dates (See within)
	DELIVERABLES	ACTIVITIE	Responsibility (mm/yyyy)
<p>Ensure internet websites and web content conform to guidelines. ... New websites and web content to Level A by January 1, 2014.</p> <p>Except where meeting the requirement is not practicable, this section applies to:</p> <ul style="list-style-type: none"> To websites and content, including web-based applications, that an organization controls directly or through a contractual relationship that allows for modification of the product; and To web content published on a website after January 1, 2012 	<p>Any new University websites and new content on those sites will comply with WCAG 2.0 Level A standards by January 2014.</p>	<ol style="list-style-type: none"> Staff and web administrators are trained to ensure new websites and new content are compliant to Level A guidelines. As webpages are reviewed and updated, adjustments will be made where necessary to improve accessibility 	<p>Web Development Services, Site Administrators Spring/Summer 2013</p> <p>Ongoing</p>
<p>... All websites and web content to Level AA by January 1, 2021. Excluding: Live Captions and Audio Descriptions (pre-recorded)</p>	<p>All University websites and web content will comply with WCAG 2.0 Level AA by January 2021 (apart from live captions and pre-recorded Audio Descriptions)</p>		<p>Web Development Services</p>

Part II: Information and Communication Standards – s.14 (continued)

s. 14 Accessible Web Sites and Web Content (continued)			
<p>In determining whether meeting the requirements is not practicable, the organization may consider:</p> <ul style="list-style-type: none"> • Availability of commercial software, tools or both; and • Significant impact on implementation timeline that is planned or initiated before January 1, 2012 <p>NOTE: Definitions for "internet website", "new internet website", "WCAG" and "web page" are articulated in the Integrated Accessibility Standards Regulation s.14 item (7).</p>	<p>University shall determine whether the requirements to comply as articulated above are practicable.</p>		<p>Web Development Services</p>

Part II: Information and Communication Standards – s.15

AODA Standards / Regulation Reference o. Reg.191/11, s. 15	II: Educational & Training Resources and Materials		Deadline: January 1, 2013
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
<p>Every educational or training institution obligated under the regulation shall, if notification of need is given, provide educational or training resources or materials in an accessible format that takes into account the accessibility needs of the person with the disability to be provided by:</p> <ul style="list-style-type: none"> • Through purchase or other means an accessible or conversion-ready electronic format of materials, where available, or • Arrange for provision of comparable resource in an accessible or conversion ready electronic format if materials cannot be procured, obtained by other means or converted into an accessible format 	<p>Upon notification, educational or training resources or materials will be provided in an accessible or conversion-ready electronic format (pursuant to needs of persons making the request) whether through purchase of such materials or obtaining them through other means where available.</p>	<p>Upon request, training and educational resources are made available in an appropriate format.</p>	<p>Student Accessibility Services, Human Resources, other Service Areas</p> <p>Compliant January 2013</p>
	<p>Where resources or materials cannot be procured in an accessible or conversion-ready electronic format, or cannot be obtained by other means, arrangements will be made for the provision of a comparable resource in an appropriate format to meet the needs of the person with the disability.</p>	<p>As this most often relates directly to a student, Student Accessibility Services works with faculty member (as necessary), library, bookstore, and publishers to meet the needs of the individual making the request for alternate format.</p>	<p>Student Accessibility Services, Human Resources (for staff or faculty)</p> <p>Compliant January 2013</p>

Part II: Information and Communication Standards – s.15 (continued)

s. 15 Educational and Training Resources and Materials (continued)			
Provide student records & information on program requirements, availability and descriptions in an appropriate accessible format to persons with disabilities.	Upon request student Records and information on program requirements, availability and descriptions will be made available in an accessibility format in a timely manner.	Upon request, documents are provided in an appropriate format.	Registrar's Office Compliant January 2013

Part II: Information and Communication Standards – s.16

AODA Standards / Regulation Reference o. Reg.191/11, s. 16	II: Training to Educators		Deadline: January 1, 2013
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
Educators shall be provided with accessibility awareness training related to accessible program or course delivery and instruction.	All University educators teaching a course, seminars, or labs shall be provided with accessibility awareness training related to accessible program or course delivery and instruction	<ol style="list-style-type: none"> 1. Deans and Chairs will be apprised of the training requirement for all University Educators. 2. Toolkit of materials will be provided to all university educators in Fall 2012. 3. Seminars will be scheduled to assist educators with development of accessible program delivery, documentation, and instruction. 	Student Accessibility Services, IDC <ol style="list-style-type: none"> 1. October 2012 2. November-December 2012- 3. January – March 2013.
A record of training provided, including dates that the training was provided and the number of individuals to whom training was delivered shall be kept.	A record of training, dates of training, and to whom training was provided will be kept.	<ol style="list-style-type: none"> 1. A record of training, dates of training, and to whom training was provided will be kept by HR. 	Human Resources Completed January 2013 and ongoing

Part II: Information and Communication Standards – s.17

AODA Standards / Regulation Reference o. Reg.191/11, s. 17	II: Producers of Educational or Training Materials		Deadline: see below
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
Every organization that is a producer of educational or training <u>textbooks</u> for educational or training institutions shall, upon request, make accessible or conversion-ready versions of the textbooks available to the institutions by January 1, 2015.	All educational or training textbooks developed by Lakehead University will be developed in an accessible or conversion-ready format.	Activities and actions related to the standard are being developed to ensure compliance by the appropriate deadline.	Developer of educational or training textbook - January 1, 2015
Every organization that is a producer of educational or training <u>supplementary learning resources</u> for educational or training institutions shall, upon request, make accessible or conversion-ready versions of the printed materials available to the institutions by January 1, 2020.	All supplementary learning resources developed by Lakehead University shall be developed in an accessible or conversion-ready format.	Activities and actions related to the standard are being developed to ensure compliance by the appropriate deadline.	Developer of print-based educational or training materials - January 1, 2020

Part II: Information and Communication Standards – s.18

AODA Standards / Regulation Reference o. Reg.191/11, s. 18	II: Libraries of educational and training institutions		Deadline: see below
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
<p>Upon request, libraries of educational or training institutions 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.</p> <p>Exception: Special collections, archival materials, rare books and donations are exempt from this requirement.</p>	<p>Upon request, the University Library 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 according to the timeline below:</p> <ul style="list-style-type: none"> • Print resources & materials - January 1, 2015 • Digital or multimedia resources or materials - January 1, 2020 	<p>The Library will be responsible to procure or acquire accessible or conversion-ready format of print, digital or multi-media resources or materials for a person with a disability upon request according to the timeline described:</p> <ul style="list-style-type: none"> • Print resources & materials - January 1, 2015 • Digital or multimedia resources or materials - January 1, 2020 <p>Upon request from Student Accessibility Services, the Library will contact publishers for e-version textbooks.</p> <p>Student Accessibility Services will convert lab pacs to e-files and convert files to Kurzweil format when required.</p> <p>Activities for delivery may be adjusted over time.</p>	<p>Library</p>

Part III: Employment Standards

AODA Standards / Regulation Reference o. Reg.191/11, s. 22	III: Recruitment, General		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
The employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.	The University shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.	<ol style="list-style-type: none"> 1. General statement about availability of accommodation for applicants will be posted on the Employment Opportunities website. 2. Statement about availability of accommodation will be added to employment postings – both those online as well as those in print. 	Human Resources Compliant Fall 2013

Part III: Employment Standards – s.23

AODA Standards / Regulation Reference o. Reg.191/11, s.23	III: Recruitment, Assessment or Selection process		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
The employer shall notify job applicants when 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.	Applicants selected for an interview or are asked to participate in a selection process will be advised that, accommodations are available upon request in relation to the materials or processes to be used for the interview or the selection process.	<ol style="list-style-type: none"> 1. Script will be drafted and provided to the lead for each recruitment initiative for verbal delivery when candidate is contacted for interview. 2. Script will be provided to Provost & Vice-President (Academic)'s office to be provided to all Deans for faculty hiring. 	Human Resources, Provost & Vice- President (Academic) Compliant Fall 2013

Part III: Employment Standards – s.23 (continued)

s. 23 Recruitment, Assessment or Selection Process (continued)			
<p>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>	<p>If a selected applicant requests an accommodation, the University 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>	<p>1. If candidate requests an accommodation, script provided shall direct candidate to contact Human Resources to make suitable arrangements for accommodation.</p>	<p>Human Resources Compliant Fall 2013</p>

Part III: Employment Standards – s.24

<p>AODA Standards / Regulation Reference o. Reg.191/11, s. 24</p>	<p>III: Notice to Successful Applicants</p>		<p>Deadline: January 1, 2014</p>
	<p>DELIVERABLES</p>	<p>ACTIVITIES</p>	<p>Responsibility (mm/yyyy)</p>
<p>The employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<p>The University shall, as part of its offer of employment, notify the successful applicant of the Universities policies for accommodation employees with disabilities.</p>	<p>1. Include generic phrase and website link in the letter of offer with respect to the University's overall commitment to providing, upon request, suitable accommodations for employees with disabilities - accommodations that take into account the needs of the person with the disability. 2. Human Resources to provide appropriate phrase and website link to Provost & Vice-President (Academic)'s office to be disseminated to Deans for inclusion in their communication with successful applicants.</p>	<p>Human Resources January 2014</p>

Part III: Employment Standards – s.25

AODA Standards / Regulation Reference o. Reg.191/11, s. 25	III: Informing employees of supports		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
The employer shall inform its employees of its policies used to support its employees with disabilities including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	The University shall inform its employees of its policies used to support its employees with disabilities including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	<ol style="list-style-type: none"> 1. All employees shall be informed via a Communications Bulletin of its policies to support employees with disabilities and the availability of accommodations that take into account an employee's accessibility needs due to disability. 2. All policy and procedural information related to the support of employees with disabilities shall be posted on the Human Resources and university policy website. 	Human Resources
The employer shall provide information to new employees as soon as practicable after they begin their employment.	The University shall provide information to new employees as soon as practicable after they begin their employment.	<ol style="list-style-type: none"> 1. Letter of offer to indicate that it is mandatory to meet with Human Resources within 30 days of employment as part of legislated requirements. Information relating to supports for employees with disabilities will be part of new employee orientation. 	Human Resources
The employer 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 a disability.	The University 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 a disability.	<ol style="list-style-type: none"> 1. When changes to existing policies relating to provision of job accommodations are made, all employees shall be informed via a Communications Bulletin with a link provided to the new or revised policy. 	Human Resources

Part III: Employment Standards – s.26

AODA Standards / Regulation Reference o. Reg.191/11, s. 26	III: Accessible Formats and Communication Supports for employees Deadline: January 1, 2014		
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
<p>Upon request by an employee, the employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:</p> <ul style="list-style-type: none"> • information needed to perform the employee's job; and • information that is generally available to employees in the workplace. 	<p>Upon request by an employee, the University shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:</p> <ul style="list-style-type: none"> • information needed to perform the employee's job; and • information that is generally available to employees in the workplace. 	<p>Upon request by an employee, Human Resources shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:</p> <ul style="list-style-type: none"> • information needed to perform the employee's job; and • information that is generally available to employees in the workplace. 	Human Resources
<p>The employer shall consult with the employee to determine suitability of on accessible format or communication support.</p>	<p>Upon request, the University shall consult with the employee to determine the suitability of an accessible format or communication support that bears in mind the nature of the employee's disability.</p>	<p>Upon request by an employee, Human Resources shall consult with the employee to determine the suitability of an accessible format or communication support that bears in mind the nature of the employee's disability.</p>	Human Resources

Part III: Employment Standards – s.27

AODA Standards / Regulation Reference o. Reg.191/11, s. 27	III: Workplace Emergency Response Information		Deadline: January 1, 2012
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
The 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 <u>accommodation</u> due to the employee's disability.	<u>When the University is aware of an individual employee's disability</u> and where an individualized workplace emergency response would be required, the University shall provide that employee with information about the individualized workplace emergency response that will be in place.	<ol style="list-style-type: none"> 1. For every employee who has disclosed a disability and for whom an individualized workplace emergency response must be put into place, Human Resources shall have a list of such individualized workplace emergency response information so that, if required, multiple individuals within Human Resources (and elsewhere – Security, etc.) are aware of what is required for relevant employees. 2. This listing will be updated annually so that appropriate areas/individuals are aware of the list and what individualized responses might be required and for whom. 	Human Resources
If an employee receives individualized workplace emergency response information and requires assistance, with the employee's consent, the employer shall provide the workplace emergency response information designated by the employer to provide assistance to the employee.	For each employee who requires individualized workplace emergency response assistance and has provided consent, the University shall provide the workplace emergency response information to Security and Fire Warden's in the event of an emergency in the workplace.	<ol style="list-style-type: none"> 1. Prepare list of employees who have disclosed a disability and require individualized workplace emergency response assistance and have provided consent for release of information. 2. Provide the list to Security and Fire Warden's. 3. Update annually. 	Human Resources

Part III: Employment Standards – s.27 (continued)

s. 27 Workplace Emergency Response Information (continued)			
<p>The employer shall provide information required under this section as soon practicable after the employer becomes aware of the need for accommodation due to an employee's disability.</p>	<p>The University shall provide information related to workplace emergency response to an employee as soon as practicable once the University is aware of an employee's need for accommodation due to a disability.</p>	<p>1. As soon as practicable upon being made aware of an employee's need for assistance in an emergency situation due to a disability, the University shall make arrangements for the specific accommodations required in consultation with the employee</p>	<p>Human Resources</p>
<p>The employer shall review individualized workplace emergency response information:</p> <ul style="list-style-type: none"> • when employee moves to a different location in the organization, and • when the employee's accommodations needs/plans are reviewed or are changed; and • when employer reviews its general emergency response plans and policies 	<p>The University shall review individualized workplace emergency response information:</p> <ul style="list-style-type: none"> • when employee moves to a different location in the organization, and • when the employee's accommodations needs/plans are reviewed or are changed; and • when employer reviews its general emergency response plans and policies 	<p>Human Resources shall review individualized workplace emergency response information:</p> <ul style="list-style-type: none"> • when employee moves to a different location in the organization, and • when the employee's accommodations needs/plans are reviewed or are changed; and • when employer reviews its general emergency response plans and policies 	<p>Human Resources</p>

Part III: Employment Standards – s.28

AODA Standards / Regulation Reference o. Reg.191/11, s. 28	III: Documented Individual Accommodation Plan		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
Employers shall develop a written process for the development of documented individual accommodation plans for employees with disabilities.	The University shall establish a process for the development of written individual accommodation plans for employees with disabilities.	<ol style="list-style-type: none"> Human Resources will develop a standard for the development of individual accommodation plans for employees with disabilities. Template will be posted on Human Resources and Accessibility website. 	Human Resources
<p>The process to develop individual accommodation plans for employees shall include:</p> <ul style="list-style-type: none"> How employee can participate. How employee will be assessed. How employer can request an evaluation by an outside medical or other expert (at the employer's expense) to assist the employee in determining if accommodation can be achieved and, if so, how it can be achieved. How employee can request participation of union representative or other representative (if non-unionized) in the development of an accommodation plan How employee's personal information will remain private. How, and how often, plan will be reviewed and updated and how this is to be done. How reasons for denied request would be communicated. How plan will be provided to employee in a format that takes into account the employee's accessibility needs due to a disability. 	<p>The University's process for the development of written individual accommodation plans shall include:</p> <ul style="list-style-type: none"> How employee can participate How employee will be assessed. How employer can request an evaluation by an outside medical or other expert (at the employer's expense) to assist the employee in determining if accommodation can be achieved and, if so, how it can be achieved. How employee can request participation of union representative or other representative (if non-unionized) in the development of an accommodation plan How employee's personal information will remain private. How, and how often, plan will be reviewed and updated and how this is to be done. How reasons for denied request would 	<p>Template for development of individual accommodation plans will incorporate:</p> <ul style="list-style-type: none"> How employee can participate How employee will be assessed. How employer can request an evaluation by an outside medical or other expert (at the employer's expense) to assist the employee in determining if accommodation can be achieved and, if so, how it can be achieved. How employee can request participation of union representative or other representative (if non-unionized) in the development of an accommodation plan How employee's personal information will remain private. 	Human Resources

	<p>be communicated.</p> <ul style="list-style-type: none"> • How plan will be provided to employee in a format that takes into account the employee’s accessibility needs. 	<ul style="list-style-type: none"> • How, and how often, plan will be reviewed and updated and how this is to be done. • How reasons for denied request would be communicated. • How plan will be provided to employee in a format that takes into account the employee’s accessibility needs. 	
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Part III: Employment Standards – s.28 (continued)

s. 28 Documented Individual Accommodation Plans (continued)			
<p>Individual accommodation plans shall:</p> <ul style="list-style-type: none"> • If requested, include any information regarding accessible formats and communication supports provided (as described in section 26); and • If required, include individualized workplace emergency response information (as described in section 27); and • Identify any other accommodation that is to provided 	<p>For each employee with an individual accommodation plan, the University shall include:</p> <ul style="list-style-type: none"> • If required, any information regarding accessible formats and communication supports provided (as described in section 26); and • If required, include individualized workplace emergency response information (as described in section 27); and • Identify any other accommodation that is to provided to the employee 	<p>In developing of individual accommodation plans, the plan shall include the following if required:</p> <ul style="list-style-type: none"> • If required, any information regarding accessible formats and communication supports provided (as described in section 26); and • If required, include individualized workplace emergency response information (as described in section 27); and • Identify any other accommodation that is to provided to the employee 	<p>Human Resources</p>

Part III: Employment Standards – s.29

AODA Standards / Regulation Reference o. Reg.191/11, s. 29	III: Return-to-work Process		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
Every employer shall develop a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work; and shall document the process.	The University shall develop a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work; and shall document the process.	<p>1. Human Resources will develop a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work; and shall document the process.</p> <p>2. Documentation will be posted on Human Resources website</p>	Human Resources
<p>The return to work process shall:</p> <ul style="list-style-type: none"> • Outline the steps the employer will take to facilitate the return to work of employees; and • Use documented individual accommodation plans (as described in Section 28) as part of the process. 	<p>The return to work process shall:</p> <ul style="list-style-type: none"> • Outline the steps the employer will take to facilitate the return to work of employees; and • Use documented individual accommodation plans (as described in Section 28) as part of the process. 	<p>Return to Work process will include the following:</p> <ul style="list-style-type: none"> • Outline the steps the employer will take to facilitate the return to work of employees; and • Use documented individual accommodation plans (as described in Section 28) as part of the process. 	Human Resources
Return to work process does not replace or override any other return to work process created by or under any other statute.			Human Resources

Part III: Employment Standards – s.30, 31

AODA Standards / Regulation Reference o. Reg.191/11, s. 30	III: Performance Management			Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)	
The employer that uses performance management in respect to 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.	The University will ensure that in the process of performance appraisals of employees, the accessibility needs of employees with disabilities; as well as individual accommodation plans, shall be taken into account in the performance appraisal process.	Human Resources will adjust performance appraisal forms to ensure that in the process of performance appraisals of employees, the accessibility needs of employees with disabilities; as well as individual accommodation plans, shall be taken into account in the performance appraisal process	Human Resources	
AODA Standards / Regulation Reference o. Reg.191/11, s. 31	III: Career Development			Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)	
An employer shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development and advancement to its employees with disabilities.	The University shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development and advancement to its employees with disabilities.	When providing career development and advancement to its employees with disabilities, through Human Resources, accessibility needs and individual accommodation plans will be taken into account.	Human Resources	

Part III: Employment Standards – s.32

AODA Standards / Regulation Reference o. Reg.191/11, s. 32	III: Redeployment Deadline: January 1, 2014		
	DELIVERABLES	ACTIVITIES	Responsibility (mm/yyyy)
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.	In the event that the University uses redeployment, the University shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	In the event that the University uses redeployment and through Human Resources, accessibility needs of its employees with disabilities, as well as individual accommodation plans will be taken into account.	Human Resources

Customer Service Standard

Compliance Checklist

AODA Standards / Regulation Reference O. Reg.429/07, s. 3	Establishment of policies, practices and procedures Deadline: January 1, 2010	
	Comments	Compliance Date (mm/yyyy)
...shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.	Lakehead University policy " Accessibility Standards for Customer Service to Persons with Disabilities " approved and in effect for January 2010.	01/2010
	Policy replaced with "Provision of University Goods and Services to Persons with Disabilities" Policy can be located at: http://policies.lakeheadu.ca/policy.php?pid=211	11/2012
<p>... shall ensure that its policies, practices and procedures are consistent with the following principles:</p> <ul style="list-style-type: none"> • goods or services provided in a manner that respects the dignity and independence of persons with disabilities, • provision of goods or services must be integrated unless an alternate measure is necessary to enable a person with a disability to obtain, use or benefit from the goods or services, • Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services 	These principles are incorporated in the "Provision of University Goods and Services to Persons with Disabilities" and articulated in the "Accessibility @ Lakehead University" – a statement of University commitment	<p>01/2010</p> <p>Revised 12/2012</p>

s. 3 Establishment of policies, practices and procedures - continued		
Without limiting sections above, policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, of other measure which enable them to do so	The use of assistive devices is incorporated into the policy: "Provision of University Goods and Services to Persons with Disabilities" – Section 7 "Use of Assistive Devices"	01/2010 Revised Fall 2012
Communicating with a person with a disability shall be done in a manner that takes into account the person's disability.	Appropriate communication with a person with a disability is incorporated into the policy: "Provision of University Goods and Services to Persons with Disabilities" – Section 6 "Communication"	01/2010 Revisions Fall 2012

AODA Standards / Regulation Reference O. Reg.429/07, s. 4	Use of Service Animals and Support Persons Deadline: January 1, 2010	
	Comments	Compliance Date (mm/yyyy)
...a person with a disability accompanied by a guide dog or other service animal shall be permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is excluded by law from the premises.	The use of service animals is incorporated into the policy: "Provision of University Goods and Services to Persons with Disabilities" – Section 8	01/2010 Revisions Fall 2012
... if a service animal is excluded from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the provider's good or services.	This is articulated in the policy: "Provision of University Goods and Services to Persons with Disabilities" – Section 8	Revised Fall 2012

s. 4 Use of Service Animals and Support Persons - continued

<p>... a person with a disability accompanied by a support person ... the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.</p>	<p>The use of support persons is incorporated into the policy: “Provision of University Goods and Services to Persons with Disabilities” – Section 9</p>	<p>01/2010 Revisions Fall 2012</p>
<p>.. provider of goods or services may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.</p>	<p>This is articulated within the policy: “Provision of University Goods and Services to Persons with Disabilities” – Section 9</p>	<p>01/2010 Revisions 2012</p>
<p>... provider of goods or services shall ensure that notice is given in advance about any fee for admission to premises in respect to the support person</p>	<p>This is articulated within the policy: “Provision of University Goods and Services to Persons with Disabilities” – Section 9</p>	<p>01/2010 Revisions 2012</p>
<p>... provider of goods or services shall prepare one or more documents describing its policies and practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.</p>	<p>This is articulated within the policy: “Provision of University Goods and Services to Persons with Disabilities”</p>	<p>01/2010 Revisions 2012</p>

AODA Standards / Regulation Reference O. Reg.429/07, s. 5	Notice of Temporary Disruption January 1, 2010	
	Comments	Deadline: Compliance Date (mm/yyyy)
... if in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services and if there is a temporary disruption in those facilities or services, whether in whole or in part, the provider shall give notice of the disruption to the public	Communication about temporary disruption of facilities or services is incorporated into the policy: "Provision of University Goods and Services to Persons with Disabilities"	01/2010 Revisions Fall 2012
... Notice of the disruption must include information about the reason for the disruption, anticipated duration of the disruption and a description of alternative facilities or services, if any, that are available	This is incorporated into the policy: "Provision of University Goods and Services to Persons with Disabilities"	01/2010 Revisions Fall 2012
... Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider's website, or by such other method as is reasonable in the circumstances.	This is incorporated into the policy: "Provision of University Goods and Services to Persons with Disabilities"	01/2010 Revisions Fall 2012
... provider of goods or services shall prepare one or more documents describing its policies and practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.	This is incorporated into the policy: Replaced with "Provision of University Goods and Services to Persons with Disabilities"	01/2010 Revisions Fall 2012

AODA Standards / Regulation Reference O. Reg.429/07, s. 6	Training for Staff Deadline: January 1, 2010	
	Comments	Compliance Date (mm/yyyy)
<p>... every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:</p> <ul style="list-style-type: none"> • every person who deals with members of the public or other third parties on behalf of the provider, whether the person is an employee, agent, volunteer or otherwise • every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties 	<p>Training for Staff on the provision of the University's goods or services to persons with disabilities is articulated in the University policy "Provision of University Goods and Services to Persons with Disabilities". The policy articulates to whom the training is provided.</p>	<p>03/2010 Revisions Fall 2012</p>
<p>... training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following:</p> <ul style="list-style-type: none"> • how to interact and communicate with persons with various types of disabilities • how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person • how to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability • what to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services 	<p>The type of training provided and the content thereof is articulated in the University policy "Provision of University Goods and Services to Persons with Disabilities"</p>	<p>03/2010 Revisions Fall 2012</p>
<p>... training must be provided to each person as soon as is practicable after he or she is assigned the applicable duties</p>	<p>Timing of training is incorporated into Section 11 of University policy "Provision of University Goods and Services to Persons with Disabilities"</p>	<p>01/2010 Revisions Fall 2012</p>

s. 6 Training for Staff - continued

<p>... training must be provided on an on-going basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities</p>	<p>On-going training is incorporated into Section 11 of University policy: “Provision of University Goods and Services to Persons with Disabilities”</p>	<p>01/2010 Revisions Fall 2012</p>
<p>... provider of goods or services shall prepare one or more documents describing its policies and practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.</p>	<p>Training for staff is incorporated into overall policy under Section 11 of the University policy: “Provision of University Goods and Services to Persons with Disabilities”</p>	<p>01/2010 Revisions Fall 2012</p>
<p>... provider of goods or services shall keep records 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</p>	<p>Keeping a record of training is incorporated into Section 11 of the University policy: “Provision of University Goods and Services to Persons with Disabilities”</p>	<p>01/2010 Revisions Fall 2012</p>

AODA Standards / Regulation Reference O. Reg.429/07, s. 7	Feedback process for providers of goods or services Deadline: January 1, 2010	
	Comments	Compliance Date (mm/yyyy)
... every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public	Communication about a feedback process is incorporated into the policy: “Provision of University Goods and Services to Persons with Disabilities”	01/2010 Revisions Fall 2012
... feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or otherwise	Incorporated into section 12 of the policy: “Provision of University Goods and Services to Persons with Disabilities”	01/2010 Revisions Fall 2012
... feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received	Incorporated into section 12 of original policy: “Provision of University Goods and Services to Persons with Disabilities”	01/2010 Revisions Fall 2012
... provider of goods or services shall prepare one or more documents describing its policies and practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.	Feedback process is incorporated into overall policy under Section 12 of the University policy: “Provision of University Goods and Services to Persons with Disabilities”	01/2010 Revisions Fall 2012

AODA Standards / Regulation Reference O. Reg.429/07, s. 8	Notice of availability of documents January 1, 2010		Deadline:
	Comments	Compliance Date (mm/yyyy)	
... shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request.	<p>Public notice regarding the availability of documentation and the University's policy arising from the Accessibility Standards for Customer Service Regulation (429/07) is posted on the University website.</p> <p>The policy "Provision of University Goods and Services to Persons with Disabilities" incorporates the availability and format of documents. This is posted on the Accessibility website.</p>	Fall 2012	
... Notice of availability of documents must be given by posting the information at a conspicuous place on premises, by posting it on the provider's website, or by such other method as is reasonable in the circumstances.	See above	Fall 2012	

AODA Standards / Regulation Reference O. Reg.429/07, s. 9	Format of Documents	Deadline: January 1, 2010
	Comments	Compliance Date (mm/yyyy)
... if a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.	Appropriate format of documents is articulated in the policy: “Provision of University Goods and Services to Persons with Disabilities”	Revisions Fall 2012
... the provider of goods or services and the person with a disability may agree upon the format to be used for the document or information	See above	Revisions Fall 2012

Multi-Year Accessibility Priorities: 2013 - 2018

In addition to working towards compliance with all the required Standards (as reflected in the table found below), the following reflects the accessibility priorities for Lakehead University for each of the next five years. These priorities will be reviewed annually and subject to change or modification based upon identified needs, available resources and to ensure compliance with regulations.

General

Identification of Barriers

1. Continue to invite feedback from all members of the University community (students, faculty and staff) and to provide opportunity for members of the community to assist in identifying barriers to accessibility.
2. Post announcements in the University Communications Bulletin at least two times per year with the names of the University Accessibility Committee members along with contact information to encourage feedback.

Physical and Architectural Barriers - projects identified for short- and long-term completion pending available resources

Short-term Projects:

1. Installation of Door holds in Fieldhouse
2. Installation of Door opener for SN1015 - COMPLETED
3. Continue provision of ergonomic assessments of workplace stations as required and requested.

Longer-term Projects

1. Continue to work towards goal of having one accessible washroom in each campus building.
2. Explore how accessibility of Financial Services offices is best addressed.
3. Accessible access to patio area and Lake Tamblyn from Agora.
4. Elevator access to Residence Cafeteria near Faculty Lounge area.

Information and Communication Barriers

1. Ongoing commitment to provide consultations and resources to faculty, staff and students regarding the University's duty to accommodate. - ONGOING
2. In collaboration, Student Accessibility Services, Security, Residence and Conference Services, Human Resource and Physical Plant continue to work closely to best meet the needs of persons with disabilities. - ONGOING
3. Student Accessibility Services will continue its work with faculty and staff to raise awareness concerning the rationale for various accommodations, the University's and the Students' responsibilities concerning accommodation, requirements for the documentation of disabilities, assessment practices, services available and the need for explication for essential course and program requirements through discussions with faculty members, department chairs, Deans, as well as special education personnel in the secondary school system, prospective students and parents. - ONGOING
4. Residence and Conference Services will continue to work in collaboration with Student Health and Counselling Centre and Student Accessibility Services to provide awareness education on barriers on campus. - ONGOING
5. The Student Health and Counselling Centre will continue to offer educational opportunities for students addressing a variety of topics to enhance students' wellness, understanding and management of health-related issues and topics. - ONGOING
6. Orillia Student Affairs will continue to offer campus-wide workshops in support of the "Respect Campaign" designed to create broader awareness of issues for students who face prejudice as a result of their race, cultural background, gender, ethnicity or disability - ONGOING
7. The Student Success Centre in partnership with Residence Services and Student Accessibility Services will offer a series of Student Success Seminars to assist students in better managing their academic goals and providing them with tools to enhance their success. - ONGOING
8. All departments and faculties are to initiate a review of printed materials such as posters, business cards, brochures, menus, etc. and consider how alternate formats of these materials can be made available upon request and whether other media could be used to increase effectiveness and mitigate barriers - ONGOING
9. Student Accessibility Services to work with faculty, Instructional Development Centre to ensure faculty are aware of the requirements and the tools that are available to assist in the creation of accessible course materials - including video materials. - ONGOING

Policy and Attitudinal Barriers

1. Mental Health First Aid (MHFA) training will continue to be made available to Residence Staff, Student Affairs staff and other staff and faculty throughout the year. Four sessions are being planned for 2012-13.
2. SafeTALK training will continue to be made available with ten sessions being planned for 2012-13.

3. New staff, faculty and volunteers continue to complete the mandated training pursuant to the Accessibility Standards for Customer Service requirement under AODA as well as the training requirements under the Integrated Accessibility Standards. - ONGOING
4. Staff in Student Health and Counselling work collaboratively with Residence & Conference Services, Security, Student Accessibility Services, Student Success Centre, and the Registrar's Office staff to coordinate students' academic accommodations with treatment, skill development while maintaining confidentiality under both PHIPPA and FIPPA legislations. - ONGOING
5. University Ombudsperson and Student Accessibility Services work with individual students as well as programs/faculties and staff regarding academic accommodations for students with disabilities. Recommendations include advising decision-makers about obligations to accommodate as well as ways to discuss a student's accommodation needs that protect both a student's privacy and dignity. - ONGOING
6. University Ombudsperson works with individual students as well as staff/faculty regarding broader accessibility and non-academic accommodation issues and obligations. Required recommendations to address issues are brought forward to the appropriate department for attention and redress. - ONGOING

Technological Barriers

1. Website is regularly scanned (through available software) for possible accessibility issues. - ONGOING
2. Ongoing purchase and upgrading of computer hardware, software, adaptive technology and other learning devices designed for use by students with disabilities. - ONGOING
3. Continue to monitor and ensure all official University websites are accessible according to the standards as outlined within the AODA standards (WCAG 2.0 Level A and increasing to Level AA in accordance with the schedule in the Information and Communications Standard). - ONGOING
4. Purchase and provide specialized software/hardware to meet needs of employees with disabilities. - ONGOING

Lakehead University's Timelines for Compliance with the **Accessibility Standards for Customer Service (429/07)** and the **Integrated Accessibility Standards (191/11)**

2010

Customer Service

Establishment of policies, practices, and procedures governing the provision of goods and services to persons with disabilities that deals with the use of assistive devices, communicating with persons with disabilities that takes into account the person's disability. (429/07.s.3)

Establishment of policies, practices, and procedures governing use of service animals and support persons. (429/07.s.4)

Establishment of policies, practices, and procedures governing notice of temporary disruptions. (429/07.s.5)

Training - ensure that every person who deals with the public and/or participates in developing policies, practices and procedures governing provision of goods and services receives training. (429/07.s.6)

Provision of a feedback process to receive and respond to feedback about the manner in which goods or services to persons with disabilities is delivered. (429/07.s.7)

Provision of notice of availability of documents upon request. (429/07.s.8)

Provision of documents in a format that takes into account the person's disability. (429/07.s.9)

2012

Information & Communications

Provision of emergency procedures, plans, or public safety information in an accessible format or with appropriate communication supports, upon request. (191/11.s.13)

Employment

Individual Workplace emergency response information. (191/11.s.27)

2013

General

Development of written policies and a statement of organizational commitment. Existing policies will be reviewed to ensure principles of dignity, independence, integration and equal opportunity are incorporated. (191/11.s.3)

Preparation of a Multi-Year Accessibility Plan at least once every 5 years done in consultation with persons with disabilities. (191/11.s.4)

Submission of annual compliance reports and posting of reports on University website. (191/11.s.4)

Development of a procurement policy describing how Lakehead University will consider the needs of persons with disabilities when procuring or acquiring goods, services, or facilities (physical infrastructure). (191/11.s.5)

Incorporation of accessibility features when designing, procuring or acquiring self-serve kiosks. (191/11.s.6)

Information & Communications

Procurement of an accessible or conversion-ready electronic format of educational or training resources and materials, where available, or provision of comparable resource if not possible, if notification of need is given. (191/11.s.15)

Provision of student records and information on program requirements, availability and descriptions in an appropriate accessible format upon request. (191.11.s.15)

Accessibility awareness training related to accessible program or course delivery and instruction provided to educators. (191/11.2.16)

2014

General

Training, appropriate to duties, of all employees, volunteers, policy developers, and all others who may provide goods or services on behalf of Lakehead University on the Regulation and on the *Human Rights Code*. A record of training will be kept. (191/11.s.7)

Information & Communications

Ensuring feedback processes are accessible to persons with disabilities. (191/11.s.11)

Ensuring new internet websites and web content will conform to established WWW Consortium Web Content Accessibility Guidelines 2.0., initially at Level A. (191/11.s.14)

Employment

Accommodation of persons with disabilities in the recruitment, assessment and selection process. (191/11.s.23, 24)

Provision of accessible formats and communications supports for employees with disabilities upon their request. (191/11.s.26)

Ensuring employees are aware of policies or provisions to support employees with disabilities including job accommodations for employees with disabilities. (191/11.s.25)

Documented individual accommodation plans for employees with disabilities. (191/11.s.28)

Return to Work process including any disability-related accommodations that may be required for employees who have been absent from work due to a disability. (191/11.s.29)

Performance Management processes that take into account the accessibility needs and any individual accommodation plans of employees with disabilities. (191/11.s.30)

Providing career development and advancement for employees with disabilities that takes into account the accessibility needs as well as any individual accommodation plans. (191/11.s.31)

Redeployment of employees with disabilities will take into account the accessibility needs as well as any individual accommodation plans if the University redeploys employees. (191/11.s.32)

2015

Information & Communications

Provision of suitable accessible formats and communication supports delivered in a timely fashion to persons with disabilities upon request; and at a cost no greater than charged to another person. (191/11.s.15)

Production of educational or training textbooks for education purposes shall make accessible or conversion-ready versions of these materials, upon request. (191/11.s.17)

Upon request, the University Library shall provide, procure or acquire by other means an accessible or conversion-ready format of print-based resources or materials (with some exceptions) for a person with a disability. (191/11s.18)

2020

Information & Communications

Production of educational or training materials that are educational or training supplementary learning resources shall make accessible or conversion-ready versions of these materials, upon request. (191/11.s.17)

Upon request and where available, the University Library shall provide, procure or acquire by other means an accessible or conversion-ready format digital and multimedia resources or materials (with some exceptions) for a person with a disability. (191/11.s.18)

2021

Information & Communications

Ensuring all internet websites and web content will conform to the established WWW Consortium Web Content Accessibility Guidelines 2.0. Level AA (some exceptions). (191/11.s.14)

NOTES:

1. **Transportation** - When Lakehead University provides transportation services; it will also provide accessible vehicles or equivalent services upon request.

2. **All WCAG 2.0 requirements** apply only to websites, web content (published from 2012 on), and web-based applications than an organization controls directly or through a contractual relationship that allows for modification of the product, except where meeting the requirement is not practicable.

Conclusion

Over the past ten years, Lakehead University has made great strides towards improving accessibility within the Lakehead community. While this is positive, there is still much work to be done. Consultations with students, staff and faculty reveal that while much has been achieved, the Committee's work is far from over.

Misconceptions about accessibility issues in the community and some community members' lack of understanding about their obligations/responsibilities around accessibility issues remain a concern. The Lakehead community is not a static community but many changes occur throughout the year. While the level of knowledge around accessibility issues has increased significantly over the years, there is a need for ongoing communication about the roles and expectations of individual community members. In addition, mechanisms need to be established to ensure that personalized solutions to address individualized accessibility challenges can be developed into systemic solutions that can mitigate or eliminate barriers in the future.

Many of the issues identified within this Multi-Year Accessibility Plan and prior Accessibility Plans are issues that will likely continue for some time to come. Promoting full accessibility within the confines of older, established buildings will continue to be a challenge and full "universal accessibility" will take some time to achieve. In the meantime, Lakehead University strives towards an accessible campus community conducive to learning, living, working and visiting and will continue its efforts to articulate and safeguard rights, promote inclusiveness in hiring and admissions practices, and develop systemic and personalized solutions to the individual accessibility challenges of Lakehead University community members.