Trent University

AODA Multi-Year Accessibility Plan - 2017-2022

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# Statement of Commitment

Trent University’s mission includes encouraging and celebrating excellence and innovation in teaching, learning, research and student development as well as promoting a culture which engages all members of the Trent community, favours dialogue and collegiality, and nurtures a sense of belonging.

In fulfilling our mission, the University strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. The University is committed to giving people with disabilities the same opportunity to access our goods and services and allowing people with disabilities to benefit from the same services, in the same place and in a similar way as others benefit. This includes the provision of integrated services unless an alternate measure is necessary to enable a person with a disability to obtain, use or benefit from goods or services.

The University is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act (AODA).*

# AODA Background

In 2005, the Ontario legislature passed the *Accessibility for Ontarians with Disabilities Act (AODA)*. This piece of legislation was designed to promote full participation of persons with disabilities in all facets of life in Ontario through the identification, removal and prevention of barriers to access. The Act consisted of five standards (Customer Service, Information & Communication, Transportation, Employment, and Built Environment). In 2009, the Customer Service Standard came into law. The Ontario legislature has since amalgamated all of the standards into one standard, the *Integrated Accessibility Standards Regulation (IASR),* which came into law as of January 2012.

Since initially enacted into law, the Customer Service Standard has been reviewed at a provincial level, as required by the legislation. As a result of these reviews there were a number changes to the content of the Customer Service Standard enacted on July 1, 2016. As required, the Transportation Standard is currently under provincial review and committees to review the Employment and Information and Communications Standards are expected to be struck in late 2016. A development committee to address the new Health Care Standard is expected to be created in late 2016 as well.

In fulfilling the requirements of the *IASR*, Trent developed the AODA 2012-2017 Multi-Year Accessibility Plan (MYP) and reviews, on an ongoing basis, its policies, practices, facilities and services. This plan has serves as a template for Trent to review and redress barriers and help ensure that new policies, procedures, facilities and services take into account the needs and rights of persons with disabilities in accordance with the requirements of the *AODA*.

Trent is now moving forward with developing its second five-year AODA Multi-Year Accessibility Plan which will span the period January 2017- December 2022.

# Accessibility at Trent

Accessibility is a shared responsibility and ensuring that Trent community members of all abilities have positive, respectful and dignified experiences while learning, working or visiting at Trent has been a priority that has been embraced across departments and disciplines and at all levels of the organization.

## Centre for Human Rights, Equity and Accessibility

In 2014, The Office of Human Rights and Accessibility underwent a restructuring that saw its transformation into a Centre for Human Rights, Equity and Accessibility (CHREA). The Centre is staffed by a part-time Human Rights Advisor, a part-time Special Projects Coordinator and, as of May 2016, a full-time Accessibility Advisor (the Advisor). The Advisor coordinates Trent’s response to the *AODA* and advises on matters of institutional accessibility.

Accessibility Subcommittee

The Advisor works with, and supports, the efforts of the Accessibility Subcommittee-a subcommittee of The Presidential Advisory Council on Human Rights, Equity and Accessibility (PACHREA). This subcommittee identifies and makes recommendations on issues of accessibility in a number of areas including policy development and promoting awareness and education on issues of accessibility.

# AODA Multi Year Accessibility Plan 2017-2022

Barrier Identification Methodology There are a number of new requirements coming into force over the next five year period. This MYP was developed following consultation with departments that will be most impacted by these changes. These included the Bata Library and Marketing and Communications (Web Team). Consultation was also held with Facilities Management in order to update the plan in relation to the Design of Public Spaces Standard which came into effect for public sector organizations such as Trent in 2016, but was not fully developed at a provincial level for the first Multi-Year Accessibility Plan. Input received from departments was reviewed by the AODA Multi-Year Accessibility Plan Working Group and subsequently by its parent group the PACHREA Accessibility Subcommittee. Departments/Groups represented on the PACHREA Accessibility Subcommittee include: Risk Management, Facilities Management, Libraries, Student Accessibility Services, Human Resources, Finance, Business and Math Departments, TUFA, Durham Campus as well as an external representative from Fleming College.

## Review and Monitoring

The 2017-2022 Multi-Year Accessibility Plan will be monitored and reviewed by the Advisor and any required revisions will be reviewed by the members of the Accessibility Subcommittee. Significant revisions will be reviewed by senior management.

## Measuring Plan Outcomes

The primary mechanism for evaluating plan-related outcomes is through ongoing communication between identified departmental champions and the Advisor. The plan is a living document that is subject to change as Trent continues to strives to build an inclusive community. As the *AODA* continues to develop over time the plan may also be fine-tuned.

## Communication of Plan

This current plan will be released to the wider university community following approval by the Presidents/Vice-Presidents’ Committee.

## Plan Formats

The 2012-2017 Multi-Year Accessibility Plan was presented as a complex table within Microsoft Word and PDF documents—a common practice at the time. However, evidence now suggests that a number of barriers are presented in complex tables for users with various disabilities. For these reasons many are now moving away from this format to more accessible and user –friendly formats. Thus, this 2017-2022 Multi-Year Accessibility Plan will be available in the following formats:

* Accessible Word Document
* Accessible PDF
* HTML

Accessible format requests can be made by contacting the Centre for Human Rights, Equity and Accessibility through access@trentu.ca.

## Feedback, Questions or Comments

Comments or questions on this plan or related accessibility issues can be sent to access@trentu.ca or by calling (705) 748-1011 ext. 6602. Support can be provided to those needing accommodation during the feedback process.

## Summary of AODA Requirements and Compliance Status

|  |  |  |
| --- | --- | --- |
| General Requirements | Deadline | Status |
| [IASR s.3 Establish accessibility policies](#IASR3)  | January 1, 2013 | Compliant  |
| [IASR s.4 Accessibility plans](#IASR4) | January, 1 2013 | Compliant  |
| [IASR s.5 Accessible procurement](#IASR5) | January 1, 2013 | Compliant |
| [IASR s.6 Self-service kiosks](#IASR6) | January 1, 2013 | In progress  |
| [IASR s.7 Training](#IASR7) | January 1, 2014 | Compliant |
| Information and Communication Requirements | Deadline | Status |
| [IASR s.11 Feedback](#IASR11)  | January 1, 2014 | Compliant  |
| [IASR s.12 Formats and Communication Supports](#IASR12) | January 1, 2015 | In progress |
| [IASR s.13 Emergency Procedure/Public Safety Information](#IASR13) | January 1, 2012 | Compliant |
| [IASR s.14 Accessible Websites and Web Content Level A](#IASR14) | January 1, 2014 | In progress |
| [IASR s.14 Accessible Websites and Web Content Level AA](#Section142021) | January 1, 2021 | In progress |
| [IASR s.15 Educational Resources and Materials](#IASR15) | January 1, 2015 | Compliant  |
| [IASR s.16 Educators’ Awareness Training](#IASR16)  | January 1, 2013 | Compliant  |
| [IASR s.18 Educational Libraries – print material](#IASR18)  | January 1, 2015 | Compliant |
| [IASR s.18 Educational Libraries – digital/multimedia resource](#Section182020) | January 1, 2020 | In progress |

|  |  |  |
| --- | --- | --- |
| Employment Requirements | Deadline | Status |
| [IASR s.22 Recruitment, general](#IASR22)  | January 1, 2014 | Compliant |
| [IASR s.23 Recruitment selection/assessment processes](#IASR23) | January 1, 2014 | Compliant  |
| [IASR s.24 Notice to successful applicant](#IASR24)  | January 1, 2014 | Compliant |
| [IASR s.25 Informing employees of supports](#IASR25) | January 1, 2014 | Compliant  |
| [IASR s.26 Formats and Communication support - employees](#IASR26) | January 1, 2014 | Compliant |
| [IASR s.27 Individualized Emergency Response Information](#IASR27) | January 1, 2012 | Compliant |
| [IASR s.28 Documented Individualized Accommodation Plans](#IASR28) | January 1, 2014 | Compliant |
| [IASR s.29 Return to Work](#IASR29) | January 1, 2014 | Compliant |
| [IASR s.30 Performance Management](#IASR30)  | January 1, 2014 | Compliant |
| [IASR s.31 Career Development](#IASR31) | January 1, 2014 | Compliant |
| [IASR s.32 Redeployment](#IASR32) | January 1, 2014 | Compliant |
| Design of Public Spaces Requirements | Deadline | Status |
| [IASR s.80.6-80.15 Recreational Trails (not Beach Access)](#DOPS1) | January 1, 2016 | Compliant |
| [IASR s.80.16-80.17 Outdoor public eating areas](#DOPS1) | January 1, 2016 | In progress |
| [IASR s.80.21-80.31 Exterior paths of travel](#DOPS1) | January 1, 2016 | Compliant |
| [IASR s.80.32-80.39 Accessible parking](#DOPS1) | January 1, 2016 | Compliant |
| [IASR s.80.40-80.43 Obtaining service](#DOPS1) | January 1, 2016 | Compliant |
| [IASR s.80.44 Maintenance of accessible elements](#DOPS1) | January 1, 2016 | Compliant |

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| --- | --- | --- |
| Customer Service Standard | Deadline | Status |
| [IASR s.80.46 Establishment of policies](#CSS1)  | January 1, 2010 | Compliant  |
| [IASR s.80.47 Service animals and support persons](#CSS2)  | January 1, 2010 | Compliant |
| [IASR s.80.48 Notice of temporary disruptions](#CSS3)  | January 1, 2010 | Compliant |
| [IASR s.80.49 Training of Staff](#CSS4) | January 1, 2010 | Compliant |
| [IASR s.80.50 Feedback processes](#CSS5) | January 1, 2010 | Compliant |
| [IASR s.80.51 Format of documents](#CSS6) | January 1, 2010 | Compliant |

## Planned Action/Strategies to Meet AODA Requirements

### **Upcoming Requirements**

#### **Accessible Websites and Web Content**

|  |  |
| --- | --- |
| **AODA Reference:** | IASR s.14 - Information and Communications  |
| **Deadline and Status:**  | January 1, 2021 – In progress |
| **Departmental Champions:**  | Marketing and Communications (Web Team) and CHREA |
| **Action Required:** | Yes – See actions below.  |

[Section 14](#chartIASR14AA) requires that all websites and web content, published to the web after January 1, 2012, be compliant to WCAG Level AA Standards with the exception of live captioning and pre-recorded audio descriptions.

**Actions:**

Trent University will take the following actions to meet this requirement:

1. Track and address accessibility issues as identified through third party assessments and the Marketing and Communications department.
2. Invest in software, such as Site Improve, to enhance the University’s ability to audit accessibility of site.
3. Marketing and Communication will support CHREA in training staff and faculty on the use of document conversion software (such as Equidox) to address accessibility issues with PDFs on website.
4. Migrate website to Drupal 8 platform by 2021.
5. Develop and maintain online resources for web accessibility.
6. Marketing and Communications will develop and distribute quarterly bulletins on web accessibility to content contributors.
7. Provide resources for web content contributors to take accessibility and/or AODA training.
8. Provide employees with the tools and training needed to create accessible content.
9. Review best practices at other universities.

#### **Digital and Multimedia Resources for Libraries of Educational and Training Institutions**

|  |  |
| --- | --- |
| **AODA Reference:** | IASR s.18 – Information and Communications |
| **Deadline and Status:** | January 1, 2020 – In progress |
| **Departmental Champions:** | Learning and Liaison Librarians – libraryhelp@trentu.ca  |
| **Action Required**  | Yes – see actions below |

[Section 18](#chartiasr18AA) requires that libraries of educational and training institutions provide, procure or acquire by other means digital and multimedia resources in accessible or conversion-ready formats, upon request. Exceptions to this include rare books, special collections, archival material and donations.

**Actions:**

Trent University will take the following action to meet this requirement:

1. Support the Accessible Content E-Portal (ACE Portal) through ongoing financial and professional commitment to Scholars Portal.
2. Continue to work with the Student Accessibility Services department (SAS) to support registered SAS students using the ACE Portal.
3. Whenever possible, procure material in an accessible format/version that takes into account the ability of a wide variety of end users.
4. When acquisition of accessible materials is not possible, upon request and in conjunction with SAS the library will:
5. Document why it was not possible to acquire an accessible format/version.
6. Document steps to identify alternative accessible resources.
7. Document a plan in conjunction with SAS for obtaining an accessible format if it is requested.
8. Work with stakeholders (e.g. other institutions, producers of material, internal departments) and SAS to produce, procure or acquire accessible or conversion-ready formats when requested.

### **Ongoing and Previous Requirements**

#### **Establish Accessibility Policies**

|  |  |
| --- | --- |
| **AODA Reference:** | IASR s.3 – General Requirements |
| **Deadline and Status:** | January 1, 2013 - Compliant |
| **Departmental Champions:** | Centre for Human Rights, Equity and Accessibility |
| **Action Required:** | Yes – see actions below |

[Section 3](#chartiasrcss3) requires establishment of accessibility policies as outlined in the AODA. Trent has an Accessibility policy which incorporates both accessibility requirements of the Customer Service Standard and IASR. This policy was updated in fall 2016 to address changes to the Customer Service Standard.

**Actions:**

Trent will continue to take the following actions to meet this requirement:

1. Review and update policies in compliance with Trent University guidelines.
2. Review and update policies as per changes to the AODA standards.

#### **Multi-Year Accessibility Plans**

|  |  |
| --- | --- |
| **AODA Reference:** | Section 4 AODA IASR – General Requirements |
| **Deadline and Status:** | January 1, 2013 - Compliant |
| **Departmental Champions:** | Centre for Human Rights, Equity and Accessibility |
| **Action Required:** | Yes – see actions below.  |

[Section 4](#chartiasrcss4) requires that public sector organizations with 50 or more employees, such as Trent University, create a Multi-Year Accessibility Plan which identifies barriers and outlines a commitment to preventing or addressing these barriers to create an accessible environment for persons with disabilities. The plan is required to be updated and revised every five years, with status updates being developed and made public every year.

Trent will continue to take the following actions to meet this requirement:

1. Update the Multi-Year Accessibility Plan every 5 years – next update as of January 1, 2017.
2. Continue to provide yearly status updates.

#### **Accessible Procurement**

|  |  |
| --- | --- |
| **AODA Reference:** | IASR s.5 – General Requirements |
| **Deadline and Status:** | January 1, 2013 - Compliant |
| **Departmental Champions:** | Purchasing Department  |
| **Action Required:** | None |

[Section 5](#chartiasrcss5) requires that Trent incorporate accessibility into its procurement practices. Trent University has accessibility criteria built into its Purchase Order (PO) and Request for Proposal (RFP) processes as well mandatory accessibility training for contractors.

#### **Self-service Kiosks**

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| --- | --- |
| **AODA Reference:**  | IASR s.6 – General Requirements |
| **Deadline and Status:** | January 1, 2013 – In progress |
| **Departmental Champions:** | IT, Parking, Foodservices, Library, TCSA, SAS.  |
| **Action Required:** | Yes – see actions below.  |

[Section 6](#chartiasr6) requires Trent University to incorporate accessibility features into its kiosks when acquiring new machines. Kiosks are available across various departments and offer a variety of self-service features including banking, food services, copying and technical services.

**Actions:**

Trent will take the following actions to meet this requirement:

1. Develop understanding of kiosk use and end user needs on campus.
2. Apply best practices in procurement of kiosks
3. Evaluate ongoing requirements for kiosk use.

#### **AODA and Human Rights Code Training**

|  |  |
| --- | --- |
| **AODA Reference:** | IASR Section 7 – General Requirements |
| **Deadline and Status:** | January 1, 2014 - Compliant |
| **Departmental Champions:** | Centre for Human Rights, Equity and Accessibility |
| **Action Required:** | Yes – see actions below.  |

[Section 7](#chartiasr7) requires that organizations provide role-specific training on relevant portions of the IASR as well as the Ontario Human Rights Code, as it pertains to disability and accommodation. Trent currently offers this training in two formats with both an online component which individuals can tailor to their needs or in-person, department-specific training offered by the Centre for Human Rights, Equity and Accessibility.

Trent University will continue to take the following actions to meet this requirement:

1. Offer AODA and Ontario Human Rights Code Training to all employees and volunteers.
2. Track training and record completion for employees and volunteers.

#### **Accessible Feedback Processes**

|  |  |
| --- | --- |
| **AODA Reference:** | IASR s.11 – Information and Communications |
| **Deadline and Status:** | January 1, 2014 - Compliant |
| **Departmental Champions:** | Centre for Human Rights, Equity and Accessibility.  |
| **Action Required:**  | None |

[Section 11](#chartiasr11) requires that feedback mechanisms be accessible and that processes are in place for receiving and responding to feedback in a manner that takes into account the needs of persons with disabilities. Trent has made its feedback mechanisms accessible. External feedback mechanisms are available through the online form on the Human Rights website and feedback is also accepted in a number of formats including emails, in-person, telephone in and writing.

#### **Accessible Formats andCommunication Supports**

|  |  |
| --- | --- |
| **AODA Reference:**  | IASR s.12 – Information and Communications |
| **Deadline and Status** | January 1, 2014 – In progress |
| **Departmental Champions:** | Centre for Human Rights, Equity and Accessibility  |
| **Action Required:** | Yes – see actions below.  |

[Section 12](#chartiasr12) requires provision of accessible formats and communication supports to persons with disabilities upon request. There is also a requirement to notify the public of the available these formats and supports. Trent continues to work to ensure material is available in accessible and conversion-ready formats and that the public is aware that these are available.

**Actions:**

Trent University will take the following actions to meet this requirement:

1. Continue to working on ensuring that material and supports are available in accessible and conversion-ready formats.
2. Identify virtual and physical locations for messaging to public.
3. Incorporate accessibility into printed material such as Academic Calendar.

#### **Emergency Procedure and Public Safety Information**

|  |  |
| --- | --- |
| **AODA Reference** | IASR s.13 – Information and Communications |
| **Deadline and Status** | January 1, 2012 - Compliant |
| **Departmental Champions** | Centre for Human Rights, Equity and AccessibilityRisk Management |
| **Action Required:**  | Yes – see actions below |

[Section 13](#chartiasr13) requires that emergency procedures and public safety information be in accessible formats upon request. This does not extend to information that is not made public. Trent has previously posted all publicly available safety information in accessible formats and responds to requests for this information in accessible formats.

**Actions:**

Trent will continue to take the following actions to meet this requirement:

1. Continue to respond in a timely manner to all requests for emergency and safety information in accessible or conversion-ready formats.
2. Continue to post publicly available safety information in accessible formats.

#### **Websites and Web Content**

|  |  |
| --- | --- |
| **AODA Reference:** | IASR s.14 – Information and Communications |
| **Deadline and Status:** | January 1, 2014 – In progress |
| **Departmental Champions:** | Marketing and Communications (Web Team) and CHREA |
| **Action Required:**  | Yes – see actions below |

[Section 14](#chartiasr14A) required that all web content posted after January 1, 2012 be compliant with WCAG 2.0 Level A standards. In order to meet this requirement Trent trained key staff on website accessibility practices and has been in the process of migrating to a new content management system (Drupal 7) in order to ensure compliance. Trent reported compliance at the 2014 deadline, but has experienced some challenges with its goal of ensuring content continues to be compliant. See [upcoming requirements](#Upcoming2) for more information on Section 14 requirements for 2021.

**Actions:**

Trent University will take the following actions to meet this requirement**:**

1. CHREA to communicate IASR requirements.
2. Continue to analyze site and track and resolve issues with accessibility.
3. Continue to provide information and support training for content contributors to ensure posted content is accessible.

#### **Educational and Training Resources and Materials**

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| --- | --- |
| **AODA Reference:**  | IASR s.15 – Information and Communications |
| **Deadline and Status:** | January 1, 2015 - Compliant |
| **Departmental Champions:** | SAS and Centre for Human Rights, Equity and Accessibility |
| **Action Required:** | None |

[Section 15](#chartiasr15) requires that educational and training resources and materials be made accessible formats to students with disabilities, upon request. Student Accessibility Services provides these resources to registered students. Program information and student records is provided in accessible and conversion-ready formats upon request; a function largely filled by the Registrar’s Office.

#### **Awareness Training for Educators**

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| --- | --- |
| **AODA Reference:** | IASR s.16 – Information and Communications |
| **Deadline and Status:** | January 1, 2014 – Compliant  |
| **Departmental Champions:** | Centre for Human Rights, Equity and Accessibility |
| **Action Required:**  | Yes – see actions below |

Section 16 requires that educators receive awareness training on the needs of students with disabilities in the classroom. This learning opportunity is offered to all those who develop, deliver or instruct courses. Trent offers an online module through Blackboard as well as in-person training. Training is tracked and recorded by the Centre for Human Rights, Equity and Accessibility.

**Actions:**

1. Trent University will continue to offer this training to educators
2. Training will continue to be tracked.

#### **Libraries of Educational and Training Institutions**

|  |  |
| --- | --- |
| **AODA Reference:** | IASR s.18 – Information and Communications |
| **Deadline and Status:** | January 1, 2015 - Compliant |
| **Departmental Champions:** | Libraries |
| **Action Required:**  | None |

[Section 18](#chartiasr18A) requires libraries to provide print-based educational resources in accessible or conversion-ready formats upon request. Trent libraries provides this service and a large part of meeting this demand is accomplished through the Accessible Content E-portal (ACE), which is a collaboration between Ontario universities.

#### **Recruitment, General**

|  |  |
| --- | --- |
| **AODA Reference:**  | IASR s.22 - Employment |
| **Deadline and Status:**  | January 1, 2014 - Compliant |
| **Departmental Champions:** | Human Resources/Deans Office |
| **Action Required:**  | None |

[Section 22](#chartiasr22) requires Trent University to provide public notice of the availability of accommodation in the recruitment process. To meet this requirement the Human Resources Department provides statements of accommodation on their webpage, job posting and in emails to those who have submitted resumes.

#### **Recruitment, Assessment or Selection Process**

|  |  |
| --- | --- |
| **AODA Reference:** | IASR s.23 - Employment |
| **Deadline and Status:** | January 1, 2014 - Compliant |
| **Departmental Champions:** | Human Resources/Deans Office |
| **Action Required:**  | None |

[Section 23](#chartiasr23) requires that Trent University provide notice of availability of accommodations to selected candidates in the recruitment process. Trent does this through providing notice by email and/or phone call to applicants selected for further assessment/interview. When requested by candidate, appropriate disability-related accommodation is provided during recruitment process.

#### **Notice to Successful Applicants**

|  |  |
| --- | --- |
| **AODA Reference:**  | IASR s.24 – Employment  |
| **Deadline and Status:**  | January 1, 2014 - Compliant |
| **Departmental Champions:** | Human Resources/Deans Office |
| **Action Required:** | None |

[Section 24](#chartiasr24) requires Trent University to provide notice to successful applicants of accommodation policies in the workplace. Trent meets this requirement by providing this information in letters of offer, hiring packages and through Trent’s New Employee Orientation.

#### **Informing Employees of Supports**

|  |  |
| --- | --- |
| **AODA Reference:**  | IASR s.25 - Employment |
| **Deadline and Status:** | January 1, 2014 - Compliant |
| **Departmental Champions:** | Human Resources |
| **Action Required:** | Yes- see actions below |

[Section 25](#chartiasr25) requires that Trent University keep employees informed of supports related to accommodation and disability in the workplace. In 2014 Trent widely promulgated its new Accommodation for Employees with Disabilities Policy and continues to keep employees up to date on policy and related changes through workshops, portal announcements and notices sent to department heads.

Trent will continue to take the following actions to meet this requirement:

1. Keep employees informed of all disability and accommodation-related policy, process and procedure introductions or changes to current procedures through various channels while taking into account needs of employees with disabilities.

#### **Accessible Formats and Communication Supports for Employees**

|  |  |
| --- | --- |
| **AODA Reference:**  | IASR s.26 - Employment |
| **Deadline and Status:** | January 1, 2014 – Compliant  |
| **Departmental Champions:** | Human Resources |
| **Action Required:**  | None |

[Section 26](#chartiasr26) requires that Trent University provide accessible formats or communication supports to employees, upon request, as it relates to job or workplace information. Trent achieves this as employees have the option of working with Human Resources to have these types of accommodation requests met. Departments are encouraged to have accessible or conversion-ready formats of information available.

#### **Workplace Emergency Response Information**

|  |  |
| --- | --- |
| **AODA Reference:**  | IASR s.27 - Employment |
| **Deadline and Status:** | January 1, 2012 - Compliant |
| **Departmental Champions:** | Centre for Human Rights, Equity and Accessibility  |
| **Action Required:**  | Yes – see actions below |

[Section 27](#chartiasr27) requires Trent University to provide workplace emergency response information to persons with disabilities who may require assistance during emergencies. Trent has developed a form for Individualized Emergency Response Plans that when completed are kept on file in Risk Management so these may be accessed in emergency situations. As outlined in the original multi-year accessibility plan (2012-2017) the Centre for Human Rights, Equity and Accessibility offers support to managers and employees in completing these forms and advises of this requirement for employees at least annually, if not more frequently.

Trent will take the following actions to meet this requirement:

1. Update form as required by evolving best practice knowledge.
2. Advise employees, at least annually, of this requirement and Trent’s strategies for meeting this requirement.

#### **Documented Individual Accommodation Plans**

|  |  |
| --- | --- |
| **AODA Reference:** | IASR s.28 - Employment |
| **Deadline and Status:** | January 1, 2014 - Compliant |
| **Departmental Champions:** | Human Resources |
| **Action Required:** | None |

[Section 28](#chartiasr28) requires Trent University to provide documented individualized accommodation plans for employees with disabilities. Trent provides these plans through employee consultation with Human Resources. Plans are developed with key stakeholders including the employee with the disability and contains prescribed elements as outlined in this requirement.

#### **Return to Work Process**

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| --- | --- |
| **AODA Reference:** | IASR s.29 - Employment |
| **Deadline and Status:** | January 1, 2014 - Compliant |
| **Departmental Champions:** | Human Resources |
| **Action Required:** | None |

[Section 29](#chartiasr29) requires Trent University to have a documented Return to Work (RTW) process for employees who were absent due to disability related reasons and may require support when returning to work. Trent has documented RTW procedures and accommodations are documented in the employee’s individualized accommodation plan, as discussed above.

#### **Performance Management**

|  |  |
| --- | --- |
| **AODA Reference:**  | IASR s.30 - Employment |
| **Deadline and Status:** | January 1, 2014 - Compliant  |
| **Departmental Champions:** | Human Resources |
| **Action Required:** | None |

[Section 30](#chartiasr30) requires Trent University to take into account accessibility needs including any individual accommodation plans of employees with disabilities when using performance management systems. Trent currently ensures that employees have accessibility needs taken into account during these processes. As Human Resources redevelops this system there will be continued emphasis placed on creating a system which meets the needs of employees with disabilities.

#### **Career Development**

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| --- | --- |
| **AODA Reference:** | IASR s.31 - Employment |
| **Deadline and Status:** | January 1, 2014 - Compliant |
| **Departmental Champions:** | Human Resources |
| **Action Required:** | None |

[Section 31](#chartiasr31) requires Trent University to incorporate accessibility into its career development practices and policies. Trent’s career development practices were reviewed for any barriers to accessibility and current policies and practices are accessible.

#### **Redeployment**

|  |  |
| --- | --- |
| **AODA Reference:**  | IASR s.32 - Employment |
| **Deadline and Status:** | January 1, 2014 - Compliant |
| **Departmental Champions:** | Human Resources |
| **Action Required:** | None |

[Section 32](#chartiasr32) requires Trent University to incorporate accessibility into its redeployment process. Trent committed to creating a barrier-free process for persons with disabilities by reviewing policies and procedures related to redeployment.

#### **Design of Public Spaces Standard**

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| --- | --- |
| **AODA Reference:**  | IASR s.80.6-80.44 – Design of Public Spaces |
| **Deadline and Status:** | January 1, 2016 – Compliant/In-progress |
| **Departmental Champions:** | Facilities Management |
| **Action Required:** | Yes – see actions below |

[The Design of Public Spaces Standard](#chartiasrdops) requires Trent University to have accessible physical spaces, as outlined in the standard. Due to the timing of when this standard was developed and came into effect this is Trent’s first multi-year accessibility plan that fully delineates a plan for meeting requirements of the Design of Public Spaces Standard. Trent is nearing compliance related to all sections of this requirement and the following actions establish how Trent will actively continue to meet this requirements going forward.

**IASR 80.44 – Maintenance of Accessible Elements:** Preventative maintenance of accessible elements is carried out in accordance with the ongoing maintenance plan. Notifications of required repairs/requests for emergency repairs/maintenance of accessible elements are given top priority when they are received. Notices of temporary service disruptions are posted as soon as administration is made aware of the disruption.

#### **Establishment of Policies – Customer Service**

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| --- | --- |
| **AODA Reference:** | IASR s.80.46 – Customer Service |
| **Deadline and Status:**  | January 1, 2010 - Compliant |
| **Departmental Champions:** | Centre for Human Rights, Equity and Accessibility  |
| **Action Required:** | None |

[Section 80.46](#chartiasrcss1) required Trent University to establish a Customer Service Policy which incorporated requirements of the then Customer Service Standard including such aspects as welcoming for service animals and support persons and how best to meet the needs of persons with disabilities who require service. Trent’s Customer Service policy has seen been superseded and incorporated into a broader accessibility policy that outlines requirements under the IASR of the AODA.

#### **Use of Service Animals and Support Persons**

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| --- | --- |
| **AODA Reference:**  | IASR s.80.47 – Customer Service |
| **Deadlines and Status:** | January 1, 2010 - Compliant |
| **Departmental Champions:**  | Centre for Human Rights, Equity and Accessibility |
| **Action Required:**  | None |

[Section 80.47](#chartiasrcss2) requires welcoming of service animals and support persons. Trent’s Accessibility Policy is in place to support a welcoming environment for service animals and support persons on campus where not prohibited by other legislation. Trent’s policy was undated in 2016 to reflect the new requirements for organizations when requiring a support person be present. Trent continues to waive fees and fares for support persons.

#### **Notice of Temporary Disruptions**

|  |  |
| --- | --- |
| **AODA Reference:** | IASR s.80.48 – Customer Service |
| **Deadlines and Status:** | January 1, 2010 - Compliant |
| **Departmental Champions:**  | Facilities Management |
| **Action Required:** | None |

[Section 80.48](#chartiasrcss3) requires Trent University to post notice of temporary service disruptions as a means of alerting customers with disabilities of any changes that may impact service availability or related access to service. Trent posts notice of service disruptions on a dedicated webpage maintained by Facilities Management. Portal announcements regarding service disruptions are also posted as appropriate.

#### **Training – Customer Service**

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| --- | --- |
| **AODA Reference:** | IASR s.80.49 – Customer Service |
| **Deadlines and Status:** | January 1, 2010 - Compliant |
| **Departmental Champions:** | Centre for Human Rights, Equity and Accessibility |
| **Action Required:** | Yes – see actions below |

[Section 80.49](#chartiasrcss4) requires Trent University to provide training to all employees and volunteers (as of 2016) on how best to communicate with customers with disabilities while interacting with support persons and service animals as well meeting customer needs if challenges in obtaining services occur. Trent provides training online through Blackboard and in-person every semester. Training is tracked and recorded.

**Actions**:

Trent will continue take the following action to meet this requirement:

1. Update training to meet 2016 legislative changes.
2. Continue to offer training in multiple formats.
3. Continue to track training.

#### **Feedback Processes – Customer Service**

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| --- | --- |
| **AODA Reference:**  | IASR s.80.50 – Customer Service |
| Deadlines and Status: | January 1, 2010 - Compliant |
| Departmental Champions: | Centre for Human Rights, Equity and Accessibility  |
| Action Required: | None |

[Section 80.50](#chartiasrcss5) requires Trent University provide mechanisms for receiving and responding to feedback on the goods, services and facilities provided to customers with disabilities as well as on the feedback processes themselves. Trent has established mechanisms for feedback through multiple modalities including in-person, writing, email, online form and telephone. Trent is committed to responding to feedback in a timely manner that takes into account the needs of the person with the disability.

#### **Format of Documents**

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| --- | --- |
| **AODA Reference:** | IASR s.80.51 – Customer Service  |
| **Deadline and Status:** | January 1, 2010 - Compliant |
| **Departmental Champions:** | Centre for Human Rights, Equity and Accessibility.  |
| **Action Required:** | None |

[Section 80.51](#chartiasrcss6) requires that, when asked, documents be provided in an accessible format or with necessary communication supports which take into account the needs of the person with the disability. Trent will continue to respond to these requests in a timely manner and in consultation with the person making the request in order to meet disability-related needs. Trent has an accessible document request form online to help meet these requests.

## Resources

|  |  |
| --- | --- |
| AODA Reference | Resources Required |
| IASR s.3 - Accessible Procurement | 1. Financial support for procurement of the accessible options for goods and services when acquired.
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| IASR s.6 - Self-service Kiosks | 1. Commitment to purchasing self-service kiosks with accessible features that promote use by those with a widely varied abilities.
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| IASR s.7 - IASR TrainingIASR s.16 – Educators TrainingIASR s.80.49 – Training, Customer Service | 1. Resource support for tracking of AODA training. Example – Financial support for database system and human resource support for tracking training in system.
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| IASR s.14 - Websites and Web Content | 1. Financial commitment to purchasing accessibility auditing software.
2. Financial support for purchasing or maintaining software license for PDF conversion tools.
3. Human Resource/Personnel commitment to staff with knowledge in web accessibility and web auditing.
4. Financial support for external/internal staff training opportunities related to web accessibility and documents.
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| IASR s.18 – Libraries, Multimedia | 1. Financial commitment to Scholar’s Portal in order to support the Accessible Content E-Portal (ACE).
2. Financial commitment that supports procurement of accessible versions of multimedia material.
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