Sheridan 2015 Accessibility Status Report
and
2015 - 2017 Multi-Year Accessibility Plan

Sheridan

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Background

The *Accessibility for Ontarians with Disabilities Act* (AODA) was passed into law in 2005. The purpose of the AODA is to achieve accessibility for Ontarians with disabilities on or before January 1, 2025 through the development, implementation and enforcement of accessibility standards.

The AODA and its standards apply to Sheridan and compliance with AODA regulations is a shared responsibility of all Sheridan academic and administrative areas.

The regulations now in effect are:

- Ontario Regulation 429/07 – Accessibility Standards for Customer Service ("Customer Service Standard")
- Ontario Regulation 191/11 – Integrated Accessibility Standards (IAS), which includes standards in the areas of information and communications, employment, transportation and the design of public spaces.
- Ontario Regulation 368/13 – Amendment to Building Code Accessibility Requirements

Sheridan filed an Accessibility Compliance Report with the Accessibility Directorate in November 2013, reporting on the ongoing requirements of the Customer Service Standard and the IAS requirements to the end of 2013. This included reporting under the following sections:

- Transportation – public sector organizations (Part IV Transportation Standards, s. 76)
- Emergency Procedure, Plans and Public Safety Information (Part II, s.13)
- Workplace Emergency Response Information (Part III, s.27)
- Establishment of accessibility policies (Part I, s.3)
- Accessibility plans (Part I, s.4)
- Procuring or acquiring goods, services or facilities (Part I, s.5)
- Self-service kiosks (Part I, s.6)
- Educational and training resources and materials (Part II, s.15)
- Training to Educators (Part II, s.16)

As required under the IAS, Sheridan prepared the first campus multi-year accessibility plan in 2013. The Sheridan 2013-2015 Multi-Year Accessibility Plan outlined Sheridan's initial strategy to prevent and remove barriers and meet the requirements of the IAS.

Introduction

In May of 2014 the position of the Organizational Accessibility Coordinator position was vacated and replaced in mid-September 2014 with the expanded position of Manager, Diversity and Inclusion. The new role will continue to include the AODA portfolio and is positioned within the Centre for Equity and Inclusion (Human Resources) at Sheridan.

The following combined Accessibility Status Report and Multi-Year Plan prepared by the Manager, Diversity and Inclusion, outlines Sheridan's progress and measures taken to implement the strategies outlined in the Sheridan 2013-2015 Multi-Year Accessibility Plan, and a look forward to the action steps Sheridan will take to prevent and remove barriers and meet its ongoing requirements under the IAS as part of a multi-year planning process (2015-2017).

The report also includes an update on other non-regulatory achievements undertaken to identify, prevent and remove barriers to persons with disabilities at Sheridan.

Questions about this document may be directed to Margaret Sanderson, Manager, Diversity and Inclusion, Centre for Equity and Inclusion (Human Resources) at margaret.sanderson1@sheridancollege.ca or 905-845-9430, ext. 2775.

Reporting on Sheridan's Progress in 2014-2015

This section is structured chronologically by mandatory date of compliance, beginning with the year 2011, up to and including compliance requirements for 2015.

2011 Requirements

Transportation – public sector organizations (O. Reg. 191/11, s. 76)

Sheridan amended its Accessible Customer Service policy in 2012 to include the provision of alternate transportation services to students with disabilities when travelling with the College.

Update: This requirement has been revised within the new *Sheridan Accessibility Policy* (approved by the Administrative Policy Committee in November 2015) to state:

> Where Sheridan provides transportation services it shall provide accessible vehicles or equivalent services upon request. (Section 4.18 Transportation)

This statement encompasses requests for accessible transportation when made by students, employees (e.g., for a workplace function) or the public (such as conferences attended by members of the public or others held at Sheridan).

2012 Requirements

Emergency Procedure, Plans and Public Safety Information (O. Reg. 191/11, s. 13)

Information for students, employees or campus visitors about the availability of emergency plans, procedures and public safety information in accessible formats, upon request, is available on the Sheridan web site under "Emergency Preparedness."

This statement below was added specifically in 2015:

> If you require any Sheridan emergency procedures, plans or public safety information in an accessible format or with communication supports please contact beprepared@sheridancollege.ca or 905-845-9430 ext. 2879.

Workplace Emergency Response Information (O. Reg. 191/11, s. 27)

Information for employees about individualized workplace emergency response information is currently available on the Sheridan website under "Emergency Preparedness" and states:

Employees with disabilities are entitled to request an individualized emergency plan; to do so contact your Manager. For more information on this procedure view the Sheridan Employees with Disabilities Emergency Planning Guide.

Forms:

- Sheridan Employees with Disabilities Emergency Planning Guide
- Employees with Disabilities Emergency Planning Form.

This practice is also documented in the *Sheridan Employee Accommodation Policy* and *Sheridan Employee Accommodation Plan*:

Once the appropriate accommodation has been identified, the accommodation details are documented in a formal plan. Details may include workplace emergency response information, scheduling information, communication supports etc.

The *Sheridan Employee Accommodation Plan (Human Resources)* also has the following statement:

Does the accommodation have any impact on the employee's needs regarding emergency preparedness (evacuation, lock down, etc.)? If so, the Centre for Equity and Inclusion will initiate an individualized plan in accordance with the needs identified here.

Action: The Manager, Diversity and Inclusion will undertake a review of the Guide and Planning Form with applicable Emergency Preparedness staff.

2013 Requirements

General Standards (Part I)

Establishment of accessibility policies (O. Reg. 191/11, s. 3)

Sheridan had in place both an existing *Accessible Customer Service Policy* (November, 2011) and a *Corporate Accessibility Policy* (January 2013).

Update: A policy review was undertaken in 2015 by the Manager, Diversity and Inclusion (Centre for Equity and Inclusion) and one *Sheridan Accessibility Policy* document has been developed and approved by the Administrative Policy Committee in November 2015, to replace the above noted policies**.**

This new policy outlines how Sheridan will comply with the requirements of the:

- Accessibility Standards for Customer Service, O. Reg. 429/07 ("Customer Service Standard"); and
- Integrated Accessibility Standards, O. Reg. 191/11 ("IAS")

Merging of these two policies falls in line with the upcoming harmonization of both regulations into one in 2016 by the Ontario government.

Action: This policy will be reviewed by Manager, Diversity and Inclusion prior to November 2020, or if the AODA Regulations are amended and changes are necessary to the policy prior to this date.

Accessibility Plans (O. Reg. 191/11, s. 4)

The **2013-2015 Sheridan Multi-Year Accessibility Plan** completed in 2013, outlines Sheridan's strategy to prevent and remove barriers and to meet the requirements of the *Accessibility for Ontarians with Disabilities Act*, S.O. 2005, c.11 and the IAS.

The 2015-2017 Sheridan Multi-Year accessibility plan is combined with the 2015 Annual Status report and shared with the [Advisory Council for Sheridan Accessibility](#) on December 17, 2015 for their input.

Action: The Manager, Diversity and Inclusion will undertake a review of the Plan with all applicable areas in 2017. An updated Plan will be prepared for 2017-2019.

Procuring or acquiring goods, services or facilities (O. Reg. 191/11, s. 5)

The Sheridan Request for Proposal (RFP) document includes information about considerations for procuring accessible goods, services or facilities.

Also Sheridan has the *Sheridan Purchasing Policy*, which references the AODA in Section 4.7, which states:

> Sheridan shall comply with Ontario Regulation 191/11 made under the *Accessibility for Ontarians with Disabilities Act*, *2005*.

Action: The Manager of Diversity and Inclusion will review accessible procurement practices with the Manager, Purchasing in 2016 in order to ensure all requirements under the revised Sheridan Accessibility Policy have been fully implemented.

Self-Service Kiosks (O. Reg. 191/11, s. 6)

Sheridan Facilities Services has adopted in practice, the 2014 version of the Brock University Facility Accessibility Design Standards (BUFADS). Accessibility design criteria for information systems such as display kiosks, video display terminals, and interpretive/informational panels are included in this document in Section 4.4.10 Information Systems.

Action: In 2016, the Manager, Diversity and Inclusion will undertake a re-writing/rebranding and of this document for Sheridan to reflect the mission, values, processes of Sheridan. This will be achieved with assistance from the Associate Vice President of Corporate Planning and Facilities Services.

Information and Communication Standards (Part II)

Educational and training resources and materials, etc. (O. Reg. 191/11, s. 15)

Students, who are registered with Accessible Learning, receiving academic accommodations and have a documented need for academic material to be provided in an accessible format, can make an Alternative text format request through a referral to the applicable Assistive Technologist. Assistive Technologists may also arrange for the scanning and conversion of other educational materials.

Accessible Learning participates in the Alternate Education Resources Ontario (AERO) project and may request alternate formats of textbooks, etc. on behalf of students.

For information about the Library and their provision of accessible or conversion ready formats of print-based resources or materials, see [section under 2015 related to libraries](#).

On notification of need, the Office of the Registrar will provide student records in an accessible format to persons with a disability.

Action: The Manager, Diversity and Inclusion will seek the input of the Sheridan Accessibility Advisory Committee on other areas, staff contacts that fall under this requirement and bring key stakeholders together for training on how to create documents in accessible formats.

Training to Educators (O. Reg. 191/11 s. 16)

An "Accessible Learning Environment Faculty Resource" is posted under the Accessibility – Faculty web page. Containing five sections, the resource tool provides rationale and guidelines based upon the principles of Universal Design for Learning (UDL). The "Accessible Course Delivery Guide" provides tips to faculty for: lectures, slideshow (PPT) presentations, print documents and web, as well as other resources. "Creating Accessible Documents Tip Sheet" page is the final page within the online resource.

The Manager, Accessible Learning, the Access and Instructional Support Technician, Sheridan Library and the Manager, Diversity and Inclusion presented at the Teaching and Learning Academy 1 (TLA1) in August, 2015, to new Sheridan faculty on the topic of accessibility and accommodation.

Representatives from the Centre for Teaching and Learning, the Manager of Accessible Learning, the Manager, Library User Services, the Access and Instructional Support Technician, Sheridan Library, a faculty representative at large from the Faculty of Applied Health and Community Studies, and the Manager, Diversity and Inclusion met

informally three times from 2014-2015 to gather information about accessible/inclusive teaching practices.

A series of four videos about creating accessible documents is available on the Accessibility – Faculty page. [Further information about how Sheridan is meeting the requirements of the accessible formats and communication supports requirement of the IAS is provided below](#).

Action: The Manager of Diversity and Inclusion will work with the Dean of the Centre for Teaching and Learning (CTL) and the Associate Dean, Digital Technology (CTL) to further address the requirement to train educators at Sheridan as outline in the Sheridan Accessibility Policy Section 4.6.2 Training to Educators.

2014 Requirements

Training (O. Reg. 191/11, s. 7)

An online training module, entitled "Inclusion at Sheridan: Human Rights, AODA and the Sheridan Workplace" is provided on "SLATE" (the Sheridan Learning Management System). All new Sheridan employees are provided one month to complete the above training as well as the AODA – Customer Service online module.

An all employee orientation session is held bi-annually (in January and August) and the Manager, Diversity & Inclusion, delivers information about the AODA and references the above mandatory online training requirements, and employees are provided with a link to the Employee Learning Calendar. The online training modules are referenced below.

Records of training are pulled each quarter from Human Resources Information Services for review with the Manager, Diversity and Inclusion.

Action: The Manager, Diversity and Inclusion will undertake a review of the content of the module in 2016 with campus stakeholders to ensure current applicability to the Sheridan campus.

Information and Communication Standards (Part II)

Feedback (O. Reg. 191/11, s. 11)

Sheridan maintains a feedback process so that members of the public are able to comment on the provision of services or goods to person with disabilities at https://www.sheridancollege.ca/about/accessibility.aspx

Action: The Manager, Diversity and Inclusion, will continue to work with Sheridan departments and areas to ensure that all other departmental or area feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

Accessible Websites and web content (O. Reg. 191/11, s. 14)

- Sheridan College website launched November 15, 2013 to WCAG Level-A standard.
- Ongoing monitoring implemented using the Site Improve Web Governance tool, which allows for Accessibility issue reporting.
- Web ticket tracking system has a separate AODA project to track and monitor WCAG fixes.
- Internal training was carried out on Web Aim WAVE checker browser tool.
- Web staff attended 2015 University of Guelph Accessibility Conference, sessions with particular emphasis on web accessibility and with plans to attend annually.
- Chair of External Web Governance Steering Committee included, "Accessibility and Accessibility Legislation," to the mandate of the committee and executive Web Governance Council.
- End-user testing initiated through Sheridan staff and student volunteers living with low vision (Zoom Text) in Summer 2015.
- Continuous improvement of existing web properties and mandated Accessibility review of new web projects before launch.
- Upgrade to full version of - Enterprise Web Content Management System started in June 2015 as the old version had built in Accessibility issues. There will be continued migration of the system migration in 2016.
- Ongoing support (editorial and development) for Accessibility managed through websupport@sheridancollege.ca

Action: The Manager of Diversity and Inclusion will continue to work with Marketing and Communications and other campus areas to ensure progress towards level AA compliance.

Employment Standards (Part III)

All requirements under Part III came into compliance in 2014.

Employee Recruitment

Sheridan notifies its employees and the public about the availability of accommodation for applicants with disabilities on the written job posting and on the "Applicants Frequently Asked Questions" on the Talent Acquisition Process, available online.

Sheridan notifies job applicants when they are individually 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 through the statement included in the template for email – "Confirmation of Interview at Sheridan".

Notice to successful applicants

When making offers of employment, Sheridan notifies the successful applicant of Sheridan's policies for accommodating employees with disabilities through the statement within the individual letter of employment.

Informing employees of supports

Sheridan informs employees of its policies used to support its employees with disabilities including those on the provision of job (workplace) accommodations that take into account an employee's needs due to disability:

- On the Accessibility web pages
- At New Employee Orientation
- At the Teaching and Learning Academy 1 (August of each year for new Faculty)

The existing Sheridan Employee Accommodation Policy (2014) is currently under extensive review and revision, and a new Sheridan Workplace Accommodation Policy, Procedure, Forms and Guide will be implemented in early 2016.

Accessible formats and communication supports for employees

This is currently addressed in the existing *Sheridan Employee Accommodation Policy*, and the *Employee Accommodation Request Form*. Online video tutorials were developed to share information with all employees on how to create accessible documents.

In 2015, a statement about requests for accommodation, including accessible format and communication supports for employees was included in invitations for new faculty and staff orientation and the Sheridan Long Term Service Awards.

Workplace emergency response information

Sheridan provides individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and Sheridan is aware of the need for accommodation

Documented individual accommodation plans

Sheridan has a written process for the development of documented individual accommodation plans for employees with disabilities outlined in the *Sheridan Employee Accommodation Policy*. Related forms include the *Sheridan Employee Accommodation Request Form*, and the *Sheridan Employee Accommodation Plan*.

Return to work process

Sheridan has a documented Return to Work process for employees who are absent due to disability or require disability-related accommodations in order to return to work outlined in the *Sheridan Return to Work Policy*.

Performance management, career development and advancement, and redeployment

Sheridan has a statement within the "Performance and Development Review Instrument for Sheridan Administrators" that states:

> Any performance management process undertaken by the College will take into account the accessibility needs of employees with disabilities, as well as accommodation needs.

Action: In 2016 the Manager, Diversity and Inclusion will undertake a review of the above areas with the appropriate Human Resources, and Occupational Health and Safety staff.

2015 Requirements

Accessible formats and communication supports (O. Reg. 191/11, s. 12)

This requirement is addressed in *Sheridan Accessibility Policy*, the existing *Sheridan Employee Accommodation Policy* (2014) and complimented by online video tutorials available for Sheridan employees on accessible spreadsheets, accessible PDF's, accessible Word documents, and accessible PowerPoint presentations.

Additionally, to meet the initial level of compliance, a statement will be added to several places on the "Accessibility" pages at Sheridan that states:

> If you require information from the Sheridan website or any other Sheridan publication in an accessible format or with communication support, please contact the Centre for Equity and Inclusion at accessibility@sheridancollege.ca or 905 845 9430 ext. 2775.

Libraries of educational and training institutions – Print based resources or materials (O. Reg. 191/11, s. 18)

Universal access was identified as a core value in the Library and Learning Services Strategic Plan 2013-2020. The Library Team strives to provide services and collections that are flexible, responsive and accessible to meet the needs of all of our users.

Sheridan Library provides, procures or will acquire by other means an accessible or conversion ready format of print-based resources or materials for a person with a disability (student, employee), upon request. Information is available on the Sheridan Library Services and Spaces: Accessibility page (Alternative Formats). http://sheridancollege.libguides.com/forstudents/libraryaccessibilityservices

Design of Public Spaces Standards (Part IV.1; 2016)

In order to learn and apply the requirements of the Design of Public Spaces Standards to public spaces as per Section 4.19 of the *Sheridan Accessibility Policy*, representatives from Facilities Services and other Sheridan stakeholders were invited to attend a session on this topic.

Specific training was provided in a session held on September 30, 2015 and presented by Bob Topping, Architect, DesignABLE Environments.

Action: Section 80.44 requires the development of "procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under Part IV.1 and, the development of "procedures for dealing with temporary disruptions when accessible elements required under Part IV.1 are not in working order. The Manager, Diversity and Inclusion will bring this requirement to the attention of Facilities Services and the AVP of Corporate Planning for undertaking and development of procedures in January 2016.

Other non-regulatory accomplishments in 2015-2017

Inclusion of best practice Facility Accessibility Design Standards (adopted from Brock University Accessibility Design Standards 2014) in all schematic and working drawings, etc. for the construction of Hazel McCallion Phase 2 building (Mississauga) and other Sheridan construction projects.

A look forward to requirements 2016 and beyond:

Sheridan will be required to meet the following requirements beginning in 2016:

All new or redeveloped public spaces will be required to be accessible. This includes:

- Recreational trails and beach access routes
- Outdoor public use eating areas
- Outdoor play spaces
- Public outdoor paths of travel
- On and off street parking areas
- Service counters
- Fixed waiting lines

- Waiting areas with fixed seating

Sheridan will be required to meet the following requirement beginning in 2020:

- Where available, and upon request, the Sheridan library will provide, procure or acquire by other means an accessible or conversion ready format of digital and multi-media resources or materials.

Sheridan will be required to meet the following requirement in 2021:

- Sheridan websites and web content will be required to conform to WCAG 2.0 Level AA by January 1, 2021.

Advisory Council for Sheridan Accessibility

The council is an advisory body established to provide input into the preparation and implementation of Sheridan's Multi-Year Accessibility Plans and provide insight and feedback on preventing and removing barriers to the full participation of persons with disabilities at Sheridan.

The council is comprised of representatives from a variety of Sheridan areas and departments, and strives to represent each Sheridan campus location. The council includes students, staff and faculty members.

The terms of reference of the council will be reviewed in the future to ensure the purpose and mandate of the council adequately meet Sheridan's Multi-Year Accessibility Planning process and Sheridan's commitment to accessibility and inclusion.

Members of the Sheridan Accessibility Advisory Committee (2014-2015)

- Chad Mansell
- Barbara Smith
- Kevin Bunt
- George Georgopoulos
- Marian Traynor
- Mary Carroll
- Luisa Checchia
- Peter DeCourcy
- Rod Murphy
- Karen Csoli
- Jean Liu
- Stephanie Dimech
- Student participant: November Davies (2015)
- Staff Liaison to the committee: Margaret Sanderson