



## **ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT MULTI YEAR PLAN**

### **Introduction**

In accordance with our organizational obligations under the Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation (O. Reg. 191/11, s. 4 (1) (2)), The Michener Institute has prepared this multi-year accessibility plan. The Michener Institute is committed to making accessibility throughout the organization a reality and recognizes that all employees have a role in creating an accessible and inclusive organization. In recognition of this commitment The Michener Institute has an AODA Committee which is comprised of senior leaders and employees representing all areas of the Michener Institute who champion and are accountable for the successful implementation of the accessibility initiatives as they relate to the AODA Accessibility Standards.

This document is available in an alternative format upon request to the Human Resources department by email at [hr@michener.ca](mailto:hr@michener.ca) or by phone at 416 596 3101 extension 3210.

### **Part I: General Standards**

| <b>Regulation Reference</b>                                   | <b>Requirement</b>   | <b>Deliverables</b>                            | <b>Activities</b>  | <b>Responsibility</b>            | <b>Completed</b> |
|---|--|--|--|----------------------------------|------------------|
| <b>Accessibility Policies<br/>Reg. 191/11, s.3</b>            | Establish and post accessibility policies with commitment statement            | Prepare and post Policy                        | Received Approval for policy posted on website and communicated to all staff | AODA Committee / Human Resources | 01-Jan-14        |
| <b>Multi-year<br/>Accessibility Plans<br/>Reg.191/11, s.4</b> | Establish and post multi-year accessibility plan and review within time period | Prepare and post multi-year accessibility plan | Prepared plan with consultation from AODA Committee and posted approved plan | AODA Committee / Human Resources | 01-Jan-14        |

| Regulation Reference                           | Requirement   | Deliverables   | Activities  | Responsibility                         | Completed |
|--|---|--|---|--|-----------|
| <b>Self-service Kiosks<br/>Reg.191/11, s.6</b> | Regard accessibility in feature design of kiosk   | Conduct internal audit and include accessibility obligation in procurement process | Conducted internal audit for compliance (front desk/foyer area), standard requirement in procurement process  | Registrar /<br>Facilities /<br>Finance | 01-Jan-14 |
| <b>Training<br/>Reg.191/11, s. 7(1)</b>        | Provide training on the requirements of the IASR standards and the OHRC and keep training records | Develop, deliver and track compliance on training                                  | Developed training document and strategy to communicate the training requirement (training is available in accessible format). Staff compliance is tracked and recorded through Blackboard to ensure compliance by all required individuals | Human Resources                        | 01-Jan-15 |

## Part II: Information and Communication Standards

| Regulation Reference                          | Requirement                              | Deliverables  | Activities   | Responsibility   | Completed |
|---|--|---|--|--|-----------|
| <b>Feedback Process<br/>Reg.191/11, s. 11</b> | Ensure feedback processes are accessible | Review feedback process in place with Customer Service Standard and accessible formats available upon request | Feedback process on website (or department specific as required) and accessible formats available upon request | Applied<br>Educational<br>Research /<br>Student Success<br>Network / Human<br>Resources /<br>Continuing<br>Education /<br>Communications | 1-Jan-15  |

| <b>Regulation Reference</b>  | <b>Requirement</b>  | <b>Deliverables</b>   | <b>Activities</b>  | <b>Responsibility</b>                                     | <b>Completed</b>   |
|--|---|---|--|---|--|
| <b>Accessible Formats and Communication Supports</b><br><b>Reg.191/11, s. 12</b>           | Upon request, provide accessible formats and communication supports                       | Prepare a process to address and facilitate requests  | Process in place for public and employees through Human Resources to request accessible formats and communication supports (process in place for students through SSN) that is in line with s.15 commitments. Statement notifying the public about the availability of accessible formats and communication supports | Information Management / Communications / Human Resources | 1-Jan-16   |
| <b>Emergency Procedure Plans and Public Safety Information</b><br><b>Reg.191/11, s. 13</b> | Emergency procedure and safety information available, upon request, in accessible formats | Review emergency procedures and develop process for accessible formats on request   | Emergency procedures updated, posted on website and available in accessible formats upon request. Communicated to employees through website and departmental emergency binders (students through SSN and part of student orientation)  | Facilities / Human Resources                              | 1-Jan-12   |
| <b>Accessible Websites and Web Content</b><br><b>Reg.191/11, s. 14</b>                     | Ensure new websites and new web content conform to guidelines                             | Develop new website that conforms to WCAG 2.0 Level A standards. Confirm that newly created pages on current site also conform to standards | With the help of external consultants, developed a new website that conforms to WCAG 2.0Level AA   | Information Management / Human Resources                  | WCAG 2.0 Level A and WCAG 2.0 Level AA complete<br>01-Jan-14 |

| <b>Regulation Reference</b>   | <b>Requirement</b>  | <b>Deliverables</b>   | <b>Activities</b>   | <b>Responsibility</b>   | <b>Completed</b>   |
|---|---|---|---|---|--|
| <b>Educational &amp; Training Resources and Materials</b><br><b>Reg.191/11, s. 15</b> | Provide accessible or conversion-ready electronic format of educational or training resources / material as needed on request | Ensure current process to make request, and to respond to request, meets standard   | Reviewed services offered through Health Services and communicated process to faculty and staff. Process in place to receive and respond to requests for educational or training resources or materials in accessible formats                 | Information Management / Center for Learning and Innovation / Learning Research Center / Continuing Education | 1-Jan-13   |
| <b>Educational &amp; Training Resources and Materials</b><br><b>Reg.191/11, s. 15</b> | Provide program information and student records in accessible format  | Ensure current process to make request, and to respond to request, meets standard   | Reviewed process through Registrar Office. Process in place to provide program information / student records in different formats   | Information Management / Registrar / Continuing Education   | 1-Jan-13   |
| <b>Training to Educators</b><br><b>Reg.191/11, s. 16</b>                              | Provide and track accessibility awareness training for educators  | Develop accessibility training for educators (provide training materials to all staff)  | Received approval for accessibility training for educators for all employees (training posted and compliance tracked through blackboard)  | Human Resources   | 1-Jan-13   |
| <b>Producers of Educational or Training Materials</b><br><b>Reg.191/11, s. 17</b>     | On request, provide accessible format or conversion-ready   | Seek representation on Heads, Libraries and Learning Resources (HLLR) Committee or other college and / or industry working groups on standard | Determined applicability of standard to any textbooks, print based educational or training learning resources developed by Michener and, in the event standard applies in the future, process in place to ensure accessible formats available | Information Management / Center for Learning and Innovation / Learning Research Center                        | Textbooks<br>01-Jan-13<br>Print-based educational or training resources<br>01-Jan-14 |

| Regulation Reference  | Requirement  | Deliverables  | Activities  | Responsibility           | Completed   |
|---|--|---|---|--------------------------|---|
| <b>Libraries of Education and Training Institutions Reg.191/11, s. 18</b> | On request, and where available and applicable, provide accessible or conversion ready format materials for a person with a disability | Seek representation on the Heads, Libraries and Learning Resources (HLLR) Committee and develop process to provide accessible or conversion ready format materials on request | Process in place for print resources as documents to be scanned to allow for larger print or use of text-to-talk tool. Process developed for digital and multimedia and will ensure activities align with the sectorial approach as developed through the HLLR Committee by required date | Learning Research Center | Print 01-Jan-15<br>Digital and multimedia 01-Jan-14 |

### Part III: Employment Standards

| Regulation Reference  | Requirement   | Deliverables   | Activities  | Responsibility  | Completed |
|---|---|--|---|-----------------|-----------|
| <b>Recruitment, General Reg.191/11, s. 22</b>                         | Notify applicants about accommodation in recruitment process              | Prospective applicants are advised of the availability of accommodations | Revised careers page, job posting and email correspondence with applicants to include accommodation available in recruitment process            | Human Resources | 1-Jan-16  |
| <b>Recruitment, Assessment or Selection process Reg.191/11, s. 23</b> | Notify applicants selected that accommodations are available upon request | Selected applicants are advised of the availability of accommodations    | Revised email correspondence with selected applicants to include the availability of accommodations and policy                                  | Human Resources | 1-Jan-16  |
| <b>Recruitment, Assessment or Selection process Reg.191/11, s. 23</b> | Provide suitable accommodation upon request                               | Applicants with disabilities receive appropriate accommodation           | Reviewed interview/testing procedures to determine accessibility barriers and developed process to provide accommodation solutions if requested | Human Resources | 1-Jan-16  |
| <b>Notice to Successful Applicants Reg.191/11, s. 24</b>              | Notify successful applicant of accommodation policy                       | New employees are advised of the accommodation policy                    | Updated the hiring package to include information on the accommodation policy   | Human Resources | 1-Jan-16  |

| <b>Regulation Reference</b>  | <b>Requirement</b>  | <b>Deliverables</b>   | <b>Activities</b>  | <b>Responsibility</b> | <b>Completed</b> |
|--|---|---|--|-----------------------|------------------|
| <b>Informing Employees of supports</b><br><b>Reg.191/11, s. 25</b>                             | Tell employees of policies supporting employees with disabilities   | Post policies on website and advise employees   | Updated website and staff communication on policies supporting employees with disabilities when there is a change to any of the policies   | Human Resources       | 1-Jan-16         |
| <b>Informing Employees of supports</b><br><b>Reg.191/11, s. 25</b>                             | Provide information to new employees  | Incorporate into on-boarding process  | Updated the on-boarding process to include information on the accommodation policy   | Human Resources       | 1-Jan-16         |
| <b>Accessible Formats and Communication Supports for employees</b><br><b>Reg.191/11, s. 26</b> | In consultation with employee with disability, and on request, provide accessible formats and communication supports for job and/or workplace information | Provide mechanism for employee with disability to request consultation on employment required accessible formats and communication supports | Determined point of contact for employee within human resources and ensure employees are aware of how to access support. Developed process to respond to request for accessible formats and communication supports for job and/or workplace information. | Human Resources       | 1-Jan-16         |
| <b>Workplace Emergency Response Information</b><br><b>Reg.191/11, s. 27</b>                    | Provide individualized workplace emergency response information   | Employees with disabilities receive an individualized emergency plan  | Emailed employees and, if required, develop individual emergency plan from template and review and update plan as required   | Human Resources       | 1-Jan-16         |
| <b>Documented Individual Accommodation Plans</b><br><b>Reg.191/11, s. 28</b>                   | Develop written process for documented individual accommodation plans   | Develop written process for individualized accommodation plan   | Developed template on preparing an individualized accommodation plans and ensure plans are maintained in employee file   | Human Resources       | 1-Jan-16         |

| <b>Regulation Reference</b>                     | <b>Requirement</b>   | <b>Deliverables</b>   | <b>Activities</b>   | <b>Responsibility</b> | <b>Completed</b> |
|---|--|---|---|-----------------------|------------------|
| <b>Return-to-work Process Reg.191/11, s. 29</b> | Develop a documented return-to-work process  | Review accommodation policy and return to work procedures   | Reviewed return to work procedures and revise as necessary and ensure use of the documented individual accommodation plans in process | Human Resources       | 1-Jan-16         |
| <b>Performance Management Reg.191/11, s. 30</b> | Include accessibility needs of employees with disability in performance management processes               | Prepare document to ensure individual accommodation plan involved in performance management                         | Reviewed performance management system and ensure use of documented individual accommodation plans in process                         | Human Resources       | 1-Jan-16         |
| <b>Career Development Reg.191/11, s. 31</b>     | Include accessibility needs of employees with disabilities in career development and advancement processes | Prepare document to ensure individualized accommodation plan involved in career development and advancement process | Reviewed career development and advancement processes and ensure use of documented individual accommodation plans in process          | Human Resources       | 1-Jan-16         |
| <b>Redeployment Reg.191/11, s. 32</b>           | Include accessibility needs of employees with disabilities in redeployment processes                       | Prepare document to ensure individualized accommodation plan involved in redeployment process                       | Reviewed redeployment process in collective agreement and ensure use of documented individual accommodation plans in process          | Human Resources       | 1-Jan-16         |