George Brown College: AODA Multi-year Accessibility Plan

Introduction

In accordance with our organizational obligations under the AODA, Integrated Accessibility Standards Regulation (*O. Reg. 191/11, s. 4 (1) (2)),* the College has prepared this multi-year plan which contains the deliverables and activities that will be worked on over the next 3 to 5 years. The College recognizes that the AODA obligations are far-reaching, with varying levels of responsibility across the college, which is why the College has taken a strategic approach to implementation. At George Brown College we are committed to making accessibility throughout the organization a reality and all employees of the college have a role in creating an accessible and inclusive college. Therefore in this multiyear plan various groups have been assigned leadership and responsibility to ensure our goals are met.

The Multi-year plan is a fluid document and framework, which provides high level deliverables and activities over the next 3 to 5 years. The College has established the following committee with the following parameters:

George Brown College AODA Committee: Is comprised of senior leaders representing all areas of the college who champion and are accountable for the successful implementation of the accessibility initiatives as they relate to the AODA Accessibility Standards, and the AODA Advisor who is accountable for the development and execution of an accessibility strategy and providing leadership and expertise.

George Brown College AODA Advisory Committee: Is comprised of students, employees, community members and key stakeholders across the college. At least 50% of membership representation on this committee must be persons with disabilities. The committee is responsible for providing input and consultation to the AODA Committee on the identification and removal of barriers, as they relate to goods, services and facilities.

The Committees are responsible for reviewing the annual status report which will address the outcomes of the deliverables and activities as stated in this plan and contribute to changes of this plan as required.

This document is available in alternative format upon request. Please contact the AODA Coordinator, Olga Dosis, odosis@georgebrown.ca, 416.415.5000, ext. 4610, 500 MacPherson Ave., Room 102.

AODA, Customer Service Standard (O. Reg. 429/07)

Year	Customer Service Standard Compliance Deadline Jan 1, 2010	Deliverables	Activities	Responsibility	Complete	In Progress	Ongoing
2 0 1 0	**s. 3 Policies, practices, procedures** • Establish polices, practices and procedures on providing goods or services to persons with disabilities according to principles set out in regulation. • Create document describing policies, procedures and practices; provide upon request in alternative format.	• Establish college CSS policy. • Ensure document developed is accessible. • Post policy on college AODA web page (Jan 2009).	• Policy written, approved and posted on the GBC AODA website. • Communicate policy using brochures, emails to divisions / departments / presentations. • Creation of a bookmark introducing the CSS. Distribution across the college community. • Continued commitment to distribution of bookmarks.	**AODA Coordinator**	X X X X		
			• Increase communication strategy around college-wide AODA CSS obligations.	**Staff Development**	X		X
			• Commit to a communication blitz two times a year to reinforce obligations under the CSS.	**All Divisions / Departments**	X		X
	s. 3 (4) • Must communicate with a person with a disability in a manner that takes into account their disability.	• Include in CSS policy. • Include in content of CSS training.	• A Way with Words brochure was created and posted on AODA website • Continued distribution of brochures at all staff and student orientations.	**AODA Coordinator**	X		X
			• ASL staff Interpreter position (2009)	**College Commitment**	X		
			• Service Centers purchased UbiDuo Technology to support communication	**Service Centers; Registration, Learning Commons, Disability Service, Security**	X		

Year	Customer Service Standard Compliance Deadline Jan 1, 2010	Deliverables	Activities	Responsibility	Complete	In Progress	Ongoing
	s. 4 Use of service animals and support persons • Establish policies, practices and procedures around a person with a disability being accompanied by a service animal or support person. • Create document describing policies, practices and procedures; provide upon request.	• Include a commitment statement in CSS policy - Jan 2009. • Inform employees of internal resource persons if questions arise.	• Statement included in CSS Policy	**AODA Coordinator**	X		
			• Continued commitment on communicating this obligation.	**AODA Coordinator,** **Diversity, Equity, Human Rights Services Office** **Disability Services Office**			X
	s. 5 Notice of temporary disruptions • Provide public notice of disruption in facilities or services by posting on premises or on website. • Include in notice reason for disruption, anticipated duration, and description of alternatives, if available. • Create a document describing steps to be taken for temporary disruptions; provide upon request.	• Inform everyone of this obligation. • Include information in CSS policy. • Develop templates to address planned, temporary and permanent disruptions for facilities management.	• Commitment written into policy. • Information on steps to be taken written into policy. • Templates developed for facilities management. • Communication to all service areas on this obligation.	**AODA Coordinator** **Facilities Management** **Service Areas**	X X X		X

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Year	Customer Service Standard Compliance Deadline Jan 1, 2010	Deliverables	Activities	Responsibility	Complete	In Progress	Ongoing

2010	**s. 6 Training for staff**
	• Provide training to
	  o Employees, agents, volunteers who deal with the public or others on behalf of college.
	  o Everyone who participates in developing the college's policies, practices and procedures governing providing goods or services to public or others.
	• Include training on specific topics set out in the regulation.
	• Provide training on ongoing basis to reflect any changes to policies, practices and procedures.
	• Create document describing training policy, summary of content and details of when provided.
	• Keep records of training provided, including dates and number trained.
		• Develop CSS training policy.
		• Develop CSS training
		• Informed Staff Development of obligation and requested them to adopt delivery of the training in 2009.
		• Develop process to provide training on an on-going basis.
		• Develop process to keep records of training, dates and numbers trained.
			• Policy on CSS training incorporated into CSS policy.
			• Developed e-tool module in partnership with Algonquin College, Colleges Ontario (Enabling Change Partnership Program).
			• Senior management committee requested to communicate obligation for employees in divisions to complete training.
			• Developed manuals to offer alternative training approach, and to contribute toward compliance where hiring practices are not processed through HR.
			• Communicated link to online training to all employees.
			• Distributed letter and training manuals to each area of college.
			• Integrated the training requirement into the HR hiring practices for full-time employees.
			• Communicated to all divisions the requirement for all new hires outside HR processes (Con Ed instructors, part-time staff, students) to complete the online training.
			• Implemented process to encourage compliance for all employees through the SD web page.
			• Staff Development continued commitment to raising awareness of CSS training obligations.
			• Develop a strategy to address all AODA training obligations.
				AODA Coordinator
				
				Senior Management Committee
				
				Staff Development
					X
					
					X
					
					X
					
					X
					
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					X
							X
							
							X

	s. 7 Feedback process • Establish process for receiving and responding to feedback; make information about process publicly available.	• Establish process. • Create communication brochures • Set up process on AODA web page for feedback.	• Established process (2009). • Created marketing material to communicate new feedback process (2009).	**AODA Coordinator** **Everyone**	X X		

Year	Customer Service Standard Compliance Deadline Jan 1, 2010	Deliverables	Activities	Responsibility	Complete	In Progress	Ongoing
2 0 1 0	• Create a document describing process; make available on request.		• Developed a strategy to ensure this feedback process is aligned with obligation under IASR, s 11 (2014 obligation)				X
	s. 8 Notice of availability of documents • Notify customers that the documents covered by this regulation are available upon request by posting conspicuously on premises, website or other reasonable method.	• Include required notice at end of CSS policy and all documents produced by AODA Coordinator. • Communicate to college community to adopt as a good practice particularly on course outlines and course packs.	• Statement included in course material and course syllabus • Developed a Faculty Guide on how to create accessible documents. • Distributed Guide to all faculty. • Hosted 6 workshops on Universal Design Learning Principles • Hosted 8 workshops on developing accessible digital formats. • Commitment from DSO and Learning Commons to support requests from students.	**AODA Coordinator** **Disability Services Office** **Learning Commons**	X X X X X		 X
	s. 9 Format of documents • Alternate format of documents covered by this regulation must take into account person's disability.	• All documents produced by AODA Coordinator to be in an accessible digital format. Start date 2009.	• Commitment form AODA Coordinator to ensure all material developed from that office is in an accessible digital format.	**AODA Coordinator**			X

AODA, Integrated Accessibility Standards Regulation, (O. Reg. 191/11)

December 2012

Year	Information & Communication Standards Compliance Deadline Jan 1, 2010	Deliverables	Activities	Responsibility	Complete	In Progress	Ongoing
2 0 1 2	**s. 13 Emergency and public safety information** • Make information available to public in an accessible format or with appropriate communication supports, upon request.	• Update and ensure Emergency Procedures Manual is in an accessible format.	• Created Emergency Procedures Manual in Apr 2012; updated with Waterfront campus information in Oct 2012. • Posted accessible format version of manual to GBC website Nov 2012. • Notified college employees by email of new manual. • Created emergency response information for students with disabilities who may want an individualized response plan. • Established a communication plan to deliver information to students. • Piloting effectiveness of communication plan at Waterfront Campus (for completion November 2012). • Ordered signage for all campuses. • Commitment to communication to all staff, employees, students and community members at minimum 2 times a year. • Upgrade all signage around spaces	**Occupational Health and Safety** **AODA Coordinator** **Occupational Health and Safety** **Human Resources** **Student Affairs Learning Commons**	X X X X X X X X		X

Year	Employment Standards	Deliverables	Activities	Responsibility	Complete	In Progress	Ongoing
2 0 1 2	**s. 27 Workplace emergency response information** • Provide individualized workplace emergency response information to employees who have a disability if disability is such that it is necessary	• Develop process for college.	• Processed developed (2011). • Presented new process to College Council in 2011 & Process endorsed by College Council in 2011. • Included in college Emergency Procedures Manual completed Apr 2012. • Incorporated communication of this process in hiring practices. • Communicated the process to all employees of the College.	**Occupational Health and Safety** **AODA Coordinator** **Human Resources**	X X X X X		

Year	General Requirements Compliance Deadline Jan 1, 2010	Deliverables	Activities	Responsibility	Complete	In Progress	Ongoing
2013	**s. 3 Accessibility Policies** • Develop, implement and maintain policies about what GBC will do to meet the IASR requirements and become more accessible	• Prepare a policy.	• Prepared and received approval of Policies. • Asked divisions to appoint representatives to a cross-college AODA Committee to provide divisional input on this and all accessibility-related initiatives during SMC presentation in 2011. • Post on AODA Website Page. • Ensure document is in an accessible digital format	**AODA Coordinator** **Senior Management Committee** **AODA Committee**	X X X X		
	s. 4 Accessibility Plans • Create multi-year plan (5 years) outlining strategic direction to prevent and remove barriers, post plan and make accessible. • Plans be reviewed in consultation with persons with disabilities • Prepare annual status report on the progress taken, post status report and make accessible • Consult with persons with disabilities or an accessibility advisory committee.	Multi-year plan • Prepare 5-year plan. • Receive input from consultations with persons with disabilities.	• Prepared multi-year plan. • Established an AODA Advisory Committee with representation from students and employees with disabilities; employees who work with students with disabilities; Disability Services; AODA Coordinator. • Receive input from persons with disabilities regularly (GBC, AODA Advisory Committee). • Prepare status report of all elements of plan that are completed and or are being implemented. • Divisions / Departments commitment to engage in their accessibility obligations, including accessibility planning and reporting on initiatives and progress. .	**AODA Coordinator** **AODA Advisory Committee** **AODA Committee** **Divisions / Departments**	X X		 X X X
	s. 5 Procuring or acquiring goods, services or facilities • Incorporate accessibility criteria and features; if not possible, provide explanation upon request.	• Develop accessibility-related resources and information.	• Provided accessibility-related resources and information to Procurement. • Incorporate accessibility language integrated into procurement policies. • Create accessibility strategy for procurement processes to ensure appropriate language used.	**Procurement** **AODA Coordinator** **Facilities Management**	X X		 X

Year	General Requirements Compliance Deadline Jan 1, 2010	Deliverables	Activities	Responsibility	Complete	In Progress	Ongoing
2 0 1 3	s. 3 Accessibility Policies • Develop, implement and maintain policies about what GBC will do to meet the IASR requirements and become more accessible	• Prepare a policy.	• Prepared and received approval of Policies. • Asked divisions to appoint representatives to a cross-college AODA Committee to provide divisional input on this and all accessibility-related initiatives during SMC presentation in 2011. • Post on AODA Website Page. • Ensure document is in an accessible digital format	**AODA Coordinator** **Senior Management Committee** **AODA Committee**	X X X X		
	s. 4 Accessibility Plans • Create multi-year plan (5 years) outlining strategic direction to prevent and remove barriers, post plan and make accessible. • Plans be reviewed in consultation with persons with disabilities • Prepare annual status report on the progress taken, post status report and make accessible • Consult with persons with disabilities or an accessibility advisory committee.	Multi-year plan • Prepare 5-year plan. • Receive input from consultations with persons with disabilities.	• Prepared multi-year plan. • Established an AODA Advisory Committee with representation from students and employees with disabilities; employees who work with students with disabilities; Disability Services; AODA Coordinator. • Receive input from persons with disabilities regularly (GBC, AODA Advisory Committee). • Prepare status report of all elements of plan that are completed and or are being implemented. • Divisions / Departments commitment to engage in their accessibility obligations, including accessibility planning and reporting on initiatives and progress. .	**AODA Coordinator** **AODA Advisory Committee** **AODA Committee** **Divisions / Departments**	X X		X X X
			• Standards guide around spaces / facilities being prepared. • Develop a strategy to communicate procurement policies and practices to employees and divisions. • Establish a Procurement Task Force to support procurement of accessible goods, service and facilities when practicable.				

Year	General Requirements Compliance Deadline Jan 1, 2010	Deliverables	Activities	Responsibility	Complete	In Progress	Ongoing
2 0 1 3	**s. 3 Accessibility Policies** • Develop, implement and maintain policies about what GBC will do to meet the IASR requirements and become more accessible	• Prepare a policy.	• Prepared and received approval of Policies. • Asked divisions to appoint representatives to a cross-college AODA Committee to provide divisional input on this and all accessibility-related initiatives during SMC presentation in 2011. • Post on AODA Website Page. • Ensure document is in an accessible digital format	**AODA Coordinator** **Senior Management Committee** **AODA Committee**	X X X X		
	s. 4 Accessibility Plans • Create multi-year plan (5 years) outlining strategic direction to prevent and remove barriers, post plan and make accessible. • Plans be reviewed in consultation with persons with disabilities • Prepare annual status report on the progress taken, post status report and make accessible • Consult with persons with disabilities or an accessibility advisory committee.	Multi-year plan • Prepare 5-year plan. • Receive input from consultations with persons with disabilities.	• Prepared multi-year plan. • Established an AODA Advisory Committee with representation from students and employees with disabilities; employees who work with students with disabilities; Disability Services; AODA Coordinator. • Receive input from persons with disabilities regularly (GBC, AODA Advisory Committee). • Prepare status report of all elements of plan that are completed and or are being implemented. • Divisions / Departments commitment to engage in their accessibility obligations, including accessibility planning and reporting on initiatives and progress. .	**AODA Coordinator** **AODA Advisory Committee** **AODA Committee** **Divisions / Departments**	X X		X X X
	s. 6 Self-serve kiosks • Incorporate accessibility features when designing, procuring or acquiring self-serve kiosks.	• Resource acceptable standards and build obligation into procurement process.	• Built into procurement process. • Communicate this obligation to all areas.	**Procurement** **All Areas**	X		X

Year	Information & Communication Standards	Deliverables	Activities	Responsibility	Complete	In Progress	Ongoing
2 0 1 3	**s. 15 Education and training resources and materials, etc.** • Provide educational or training resources or materials in an accessible format, upon request. • Procure or obtain accessible or conversion-ready electronic format of training resources or material where available. • Arrange to provide comparable if cannot be procured.	• Providing accessible format materials upon request. • Identified that librarians have the knowledge to help faculty convert non-accessible course packs into digitally accessible formats.	• Disability Services Office continues to provide support to students. • Disability Services Office joined Alternative Educational Resources of Ontario (AERO). • Procurement incorporated this into draft procurement policy (s. 5), identified in draft accessibility policy (s. 3). • Develop a process is to communicate to faculty the supports available to them from Learning Commons staff. • Centre's/Schools to take ownership of implementing a process to facilitate or adapt all inaccessible educational and training resources. • Develop an Accessibility Checklist when procuring resources such as databases (Library). • Information on Accessible Library Services on Library webpage.	**Student Affairs** **Learning Commons** **AODA Coordinator** **Procurement** **All Center / Schools**	X X X X X X X		
	s. 16 Training to educators • Provide educators with accessibility awareness training related to accessible program or course delivery and instruction. • Keep record of training, dates and number of individuals trained.	• Develop and deliver awareness training to educators.	• Lead a sector-wide project to develop training. • Will ensure all new hires (educators) complete the training. • To create on-going PD for faculty in UDL. • Post resources and best practice references. • Embedding accessibility into the overall e-learning strategy at the college.	**AODA Coordinator** **Staff Development Human Resources Library Staff Development E-learning**	X X X X X		

Year	General Requirements	Deliverables	Activities	Responsibility	Complete	In Progress	Ongoing
2 0 1 4	**s. 7 Training** • Train all employees, volunteers, persons developing policies, and all others providing goods, services or facilities on behalf of college on requirements of IASR standards and on OHRC as it pertains to disabilities. • Ensure training on standards and OHRC is appropriate to duties of employees, volunteers and others. • Provide ongoing training in respect to any changes. • Keep record of training, dates trained, number trained.	• Source and or develop training to meet requirement.	• Secure training to meet obligation. • Develop a strategy to communicate the training requirements to all employees and volunteers. • Ensure training available to employees and volunteers in an accessible format. • Ensure we track completion of required training. • Develop a strategy to ensure compliance of all Con Ed employees and volunteers.	**AODA Coordinator** **Staff Development** **Human Resources**	X X X X X		

Year	Information and Communication Standards	Deliverables	Activities	Responsibility	Complete	In Progress	Ongoing
2 0 1 4	**s. 11 Accessible feedback processes** • Ensure feedback processes are accessible by providing accessible formats or arranging for communication supports, upon request. • Notify public about availability of accessible formats and communication supports.	• Feedback process has been established under the customer service standards.	• Feedback process created. • Develop a strategy to embed the feedback process into all processes across the college. • Develop communication strategy to ensure all faculty, staff, students and community members are aware of feedback process.	**AODA Coordinator** **DEHRS** **All Service Areas.**	X X X		
	s. 14 New Internet websites and web content • Conform to WCAG 2.0, initially Level A. (Applies to websites, web content and web-based applications that college controls directly or through contractual relationship) ***NOTE: Obligation applies to web content published after Jan. 1, 2012.***	• New website to be upgraded to Level A. • Content to ensure it is accessible (level A compliant).	• Create awareness of obligation. • Provide resources. • Ensure website and web content, web applications - Level A compliant. **External Facing Websites** **Web Publishing Team –** responsible for georgebrown.ca and the chefshouse.ca **Miscellaneous Owners of Websites –** Responsible for websites / content e.g., Library, Continuing Education, Athletics, etc. **Software**	**AODA Coordinator** **Website publishing team** **Miscellaneous** **IT**	X X X X X X		

Year	Employment Standards	Deliverables	Activities	Responsibility	Complete	In Progress	Ongoing
2014	**s. 22, 23, 24 Recruitment** • Notify applicants about the availability of accommodation. • Notify job applicants selected in hiring process that accommodations are available upon request in relation to material or processes to be used. • Consult with the applicant, or arrange to provide the accommodation.	• Prepare communication to notify potential applications about accommodation process. • Consult with potential applications when a request is made. • Accommodate applicants during the hiring process, upon request.	• Develop a working group to address obligation and align with current HR practices. • Develop a workplace accommodation process. • Streamline process for communication of obligations.	**Human Resources** **AODA Coordinator**	X X		
	s. s. 25, 26, 28 Employee accommodation • Inform employees of policies used to support employees with disabilities, including policies on providing job accommodation. • Develop a written process for developing documented individual accommodation plans.	• Develop a written process for individualized accommodation plans (IAP).	• Included template of Employee Accommodation Process in AODA and IASR sector-wide Toolkit developed by GBC and Algonquin in 2012. • Prepare a communication strategy to communicate obligation to all employees. • Develop a written process for IAP.	**Human Resource**	X X X		
	s. 29 Employees returning to work • Establish a documented return-to-work process. • Process to facilitate RTW and document IAP.	• Prepare a documented return-to-work process in place. • Incorporate IAP in RTW process.	• Establish Return to Work Process. • Incorporate IAP in to RTW process. • Communication to all employees.	**Human Resources**	X X		X
	s. 30, 31 Performance management, career development and redeployment • Take into account disability and accommodation plan when using performance management, when redeploying employees.	• Prepare document outlining process to ensure IAP is involved during performance management and redeployment.	• Develop Process to address IAP during performance, career development or redeployment. • Develop a communication strategy around college-wide AODA obligations.	**Human Resources**	X X		

Year	Information and Communication Standards	Deliverables	Activities	Responsibility	Completed	In Progress	Ongoing
2015	**s. 12 Accessible formats and communication supports** • Arrange for accessible formats and communication supports (upon request, in a timely manner, at cost that is no more than regular charge to others).	• Prepare a process to facilitate this obligation.	• College staff ASL-interpreter role (2009). • TextNet, a computer-based TTY service, to all Deaf Staff (2009). • UbiDuo technology to support communication for GBC Service Centers (2010). • Disability Services Office, Librarians, Academic Excellence, E-learning, Staff Development to support ongoing education on accessible formats and communication supports (see section 15 commitments, which will support the overlap with s. 12). • College committed to ensure communication supports at all college-wide events: Convocation, President's Breakfast, Town Halls etc. (2008). • Coordinate a system wide approach to supporting this obligation. • Launched college wide training on how to create accessible documents for all employee groups • Developed videos as resources on how to create accessible documents.	**AODA Coordinator** **Diversity Equity Human Rights Services** **All Divisions**	X X X X		 X X X X
	s. 18 Educational libraries: print-based resources • Provide, procure or acquire accessible or conversion-ready format of **print-based** resources (upon request). (Note 1: Special collections and archival material are exempt).	• Develop a process to meet this obligation.	• GBC has representation on the HLLR committee, which is working on a sectorial approach to meeting this obligation. • Partnered with OCUL to join ACE (e-portal), which makes the university and college library collections accessible. A growing repository of texts in 5 formats (as defined by Copyright Act).	**Library**	X X		

Year	Information and Communication Standards	Deliverables	Activities	Responsibility	Completed	In Progress	Ongoing
2 0 2 0 - 2 0 2 1	**s. 18 Educational libraries: digital-based resources** • Provide, procure or acquire accessible or conversion-ready format of **digital based** resources (upon request). Note 1: Special collections and archival material are exempted.	• Develop a process to meet this obligation	• Established e-text and captioned media policy in 2005. • GBC has representation on the HLLR committee. A sector wide approach has been taken to address this obligation.	**Library**	X	X	
	s. 14 ALL Internet websites and web content (2021) • Must comply with WCAG 2.0 Level AA (excludes live captioning, audio description).	• All websites and web content to confirm to Level AA.	• Create awareness of obligation. • Provide resources. • Ensure website and web content, web applications - Level AA compliant.	**Website Publishing Team** **External – Owners of Websites / Content** **Software** **Internal Software** **Internal Misc. Owners**		X X X	