
Multi-Year Accessibility Plan

2013 – 2015

[Accessibility for Ontarians with Disabilities Act \(AODA\), 2005](#)
[Ontario Regulation 191/11 Integrated Accessibility Standards](#)

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Introduction

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

To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out specific accessibility standards in five areas:

- customer service
- information and communications
- employment
- transportation (not applicable to Centennial College)
- built environment.

The accessibility standard for customer service came into force in 2008. The information and communications, employment, and transportation standards have now been enacted as Ontario Regulation 191/11 - the Integrated Accessibility Standards. These standards are to be phased in over time. The standard for the built environment, which applies to facilities and outdoor spaces, is still in development.

Centennial College introduced its first accessibility plan in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) in 2007. The plan outlined a number of accomplishments the College achieved over the last several years in terms of barrier removal, and the steps taken to prevent barriers.

This multi-year accessibility plan builds on our previous work in creating an accessible environment, identifies our accomplishments to date, and outlines the next steps in our efforts to identify and remove barriers for people with disabilities.

Commitment to Accessibility

Centennial College supports the intent of the AODA, 2005 and its goal of achieving accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodations, employment, buildings, structures and premises on or before January 1, 2026. We are committed to building an inclusive community that includes accessible learning and working environments.

Centennial 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. 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.

This plan is a fluid document and framework, which provides high-level deliverables and activities over the next few years. The College has established an Accessibility Committee, which 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. The Committee is 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.

To obtain this document in an alternate format, please contact Aida Haroun, Equity and Compliance Manager at 416-289-5000, extension 3438 or at aharoun@centennialcollege.ca.

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Deadline (Jan. 1)	Act Section and Description	Action	Status	Responsibility
2012	PART II: Information and Communication Standards			
	13. Emergency procedure, plans or public safety information <ul style="list-style-type: none"> Emergency procedures, plans or public safety information provided in an accessible format or with appropriate communication supports, upon request. 	<ul style="list-style-type: none"> New signage created & posted throughout locations – personal copy distributed to employees Lock down procedures developed and practiced on all college campuses Emergency Procedures brochure distributed to all employees Materials available in accessible formats upon request 	Completed <input checked="" type="checkbox"/>	Equity and Compliance Manager; Facilities & Services
	PART III: Employment Standards			
	27. Workplace emergency response information <ul style="list-style-type: none"> Provide individualized workplace emergency response information to employees who have a disability If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, employer provides the workplace emergency response information to the person designated by the employer to provide assistance to the employee Review the individualized workplace emergency response information <ul style="list-style-type: none"> When the employee relocates When the employee's overall accommodations needs or plans are reviewed When employer reviews its general emergency response policies 	<ul style="list-style-type: none"> Communicated emergency procedures to all employees Employee Emergency Information Questionnaire distributed to all employees and available on the intranet for employees who have a disability to complete and submit to their supervisor Materials available in accessible formats upon request 	Completed <input checked="" type="checkbox"/>	Equity and Compliance Manager; Facilities & Services

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	Act Section and Description	Action	Status	Responsibility
2013	PART I: General			
	3. Establishment of Accessibility Policies <ul style="list-style-type: none"> Develop, implement & maintain policies on how Centennial achieves or will achieve accessibility Make the document available to the public 	<ul style="list-style-type: none"> Policy prepared and approved Developed strategy to communicate policies to students, staff and community Policy can be found at: http://www.centennialcollege.ca/customerservice/policystatementprovidinggoodsandservicestopeoplewithdisabilities.pdf 	Completed <input checked="" type="checkbox"/>	Equity and Compliance Manager
	4. Accessibility Plans <ul style="list-style-type: none"> Create a multi-year plan –review at least once every 5 yrs. Post plan on website Prepare annual status report and post to website Provide plan in an alternate format upon request 	<ul style="list-style-type: none"> Developed a multi-year accessibility plan in consultation with Centennial's Accessibility Committee to address the requirements to be met between 2013 and 2015 Multi-year plan can be found at: http://www.centennialcollege.ca/Accessibility 	Completed <input checked="" type="checkbox"/>	Equity and Compliance Manager; Accessibility Committee
	5. Procuring or Acquiring Goods, Services or Facilities <ul style="list-style-type: none"> Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities (except where it is not practicable) 	<ul style="list-style-type: none"> Provided accessibility-related resources and information regarding procurement Incorporate accessibility language integrated into procurement policies and documents Develop a strategy to communicate procurement policies and practices to employees and divisions Create a plan to ensure the accessibility process is adhered to across the entire college 	Ongoing <input checked="" type="checkbox"/>	Equity and Compliance Manager; Finance Department; Facilities & Services
	6. Self-service Kiosks <ul style="list-style-type: none"> Defined as interactive electronic terminal, point of sale devices Incorporate accessibility features for the kiosks 	<ul style="list-style-type: none"> Carry out an audit of all kiosks to ensure they are compliant, such as bank machines, parking payment stations Built into procurement process Communicate this obligation to all areas 	In progress <input checked="" type="checkbox"/>	Equity and Compliance Manager; Finance Department; Information Technology Services
	PART II: Information and Communication Standards			
15. Educational and training resources and materials, etc. <ul style="list-style-type: none"> Provide educational or training resources or materials in an accessible format Provide student records & information on program requirements, availability & descriptions in an accessible format 	<ul style="list-style-type: none"> The Centre for Students with Disabilities (CSD) provides support to students All relevant areas to take ownership of implementing a process to facilitate or adapt all inaccessible educational and training resources Information on Accessible Library Services on Library webpage: http://library.centennialcollege.ca/library/accessguide 	Ongoing <input checked="" type="checkbox"/>	All Schools and Departments; Marketing & Communications	

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2014	PART III: Employment Standards			
	22. Recruitment – general <ul style="list-style-type: none"> Notify employees and public about the availability of accommodations for applicants with disabilities 	<ul style="list-style-type: none"> Applicants are notified on the external website and intranet regarding the College's commitment to providing equal opportunities for persons with disabilities in all employment activities, including access to jobs and accommodation during employment 	Ongoing <input checked="" type="checkbox"/>	Equity and Compliance Manager ; Human Resources
	23. Recruitment – assessment or selection process <ul style="list-style-type: none"> Notify applicants when selected to participate in an assessment or selection process, that accommodations are available upon request in relation to materials or processes to be used If request is submitted, employer to consult with applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's needs due to disability 	<ul style="list-style-type: none"> Employment systems and process under review to ensure accessibility Selected individuals are notified of accommodation, support and accessibility during initial phone interview 	In progress <input checked="" type="checkbox"/>	Equity and Compliance Manager ; Human Resources
24. Notice to successful applicants <ul style="list-style-type: none"> Notify successful applicant of its policies for accommodating employees with disabilities 	<ul style="list-style-type: none"> Offer Letter of Employment contains statements advising an employee with a disability of their entitlement to an individualized emergency evacuation plan and the process to follow when required Letter also advises that employees with a disability to contact supervisor/manager for medical accommodation 	In progress <input checked="" type="checkbox"/>	Equity and Compliance Manager ; Human Resources	

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2014	<p>25. Informing employees of supports</p> <ul style="list-style-type: none"> Organization to inform employees of its policies used to support its employees with disabilities including provision of job accommodations Needs to be communicated to new employees as soon as practical upon hire <p>Update all employees if there is a change to the related policies</p>	<ul style="list-style-type: none"> Centennial College will provide new employees with accommodation information Ongoing education and guidance provided to all employees to maintain awareness of policies, legislation, as well as supports and facilities available Updated information will be communicated as necessary to employees 	In progress <input checked="" type="checkbox"/>	Equity and Compliance Manager ; Human Resources
	<p>26. Accessible formats and communication supports for employees</p> <ul style="list-style-type: none"> Employer to consult with employee requesting the accommodation for the following: <ul style="list-style-type: none"> Information that is needed in order to perform job Information that is generally available to employees Employer to consult with employee on suitable format/support 	<ul style="list-style-type: none"> Review and update current Policies and Procedures for the provision of job accommodations 	In progress <input checked="" type="checkbox"/>	Equity and Compliance Manager ; Human Resources

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2014	<p>28. Documented individual accommodation plans (IAP)</p> <ul style="list-style-type: none"> • Have a written process for the development of documented individual accommodation plans for employees with disabilities. Needs to include the following: <ol style="list-style-type: none"> a) The manner in which an employee requesting accommodation can participate in the development of the IAP b) Employee is assessed on an individual basis c) Employer can request an evaluation by an outside medical or other expert at the employer's expense d) Employee can request the participation of a representative from their union e) Steps need to be taken to protect the privacy of the employee's personal information f) Frequency with which the IAP will be reviewed and updated g) If an IAP is denied, the manner in which the reasons for the denial will be provided to the employee h) Means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs • If requested, IAP to include any information regarding accessible formats and communication supports provided, and if required, include individualized workplace emergency response information. It shall also include any other accommodations to be provided. 	<ul style="list-style-type: none"> • Centennial will review its existing accommodation process • Identify elements of AODA requirements that need to be incorporated into existing accommodation process • Develop a written process for IAP • Prepare a communication strategy to communicate obligation to all employees 	In progress <input checked="" type="checkbox"/>	<p>Equity and Compliance Manager ;</p> <p>Human Resources</p>

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2014	29. Return to work process <ul style="list-style-type: none"> Develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work Document the process Process to outline steps the employer and employee will take to facilitate the return Use the individual accommodation plans as part of the process 	<ul style="list-style-type: none"> Current Return to Work Policy and Procedures will be updated to comply with AODA regulation Incorporate IAP into RTW process Communicate to all employees 	In progress <input checked="" type="checkbox"/>	Equity and Compliance Manager ; Human Resources
	30. Performance management <ul style="list-style-type: none"> Take into account the accessibility needs of employees with disabilities when using performance management process in respect of employees with disabilities 	<ul style="list-style-type: none"> The College will implement and take into account the accessibility needs of individuals with disabilities, as well as accommodation needs with regard to performance management 	In progress <input checked="" type="checkbox"/>	Equity and Compliance Manager ; Human Resources;
	31. Career development and advancement <ul style="list-style-type: none"> Take into account the accessibility needs of its employees with disabilities when providing career development and advancement to employees with disabilities <ul style="list-style-type: none"> i.e. providing additional responsibilities, movement from one job to another at a higher pay band or level in the organization 	<ul style="list-style-type: none"> Review existing processes and revise as necessary to incorporate AODA requirements 	In progress <input checked="" type="checkbox"/>	Equity and Compliance Manager ; Human Resources
	32. Redeployment <ul style="list-style-type: none"> Take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when deploying employees with disabilities 	<ul style="list-style-type: none"> Review redeployment processes for possible barriers and revise as necessary to incorporate AODA requirements 	In progress <input checked="" type="checkbox"/>	Equity and Compliance Manager ; Human Resources

Multi-Year Accessibility Plan 2013 – 2015

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	Act Section and Description	Action	Status	Responsibility
2015	<i>PART II: Information and Communication Standards</i>			
	12. Accessible formats and communication supports <ul style="list-style-type: none"> • Upon request provide or arrange for the provision of accessible formats & communication supports... <ul style="list-style-type: none"> - in a timely manner - at a cost that is no more than the reg. cost charged to other persons - consult with the person making the request in determining the accessible format or communication supports • Notify the public about the availability of accessible formats and communication supports 	<ul style="list-style-type: none"> • Centennial will provide accessible formats and communication upon request 	In progress <input checked="" type="checkbox"/>	Equity and Compliance Manager ; Marketing & Communications; All Schools and Departments
	17. Producers of educational or training material <ul style="list-style-type: none"> • Suppliers must upon request make accessible or conversion ready version of the textbook 	<ul style="list-style-type: none"> • Centennial will provide alternate formats of educational or training textbooks/learning resources upon request 	In progress <input checked="" type="checkbox"/>	All Schools and Departments
	18. Libraries of educational and training institutions <ul style="list-style-type: none"> • Where available, provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request • Exemptions: special collections, archival materials, rare books and donations 	<ul style="list-style-type: none"> • Centennial College has representation on the Heads, Libraries and Learning Resources (HLLR) committee, which is working on a sectorial approach to meeting this obligation. 	In progress <input checked="" type="checkbox"/>	Equity and Compliance Manager ; Libraries