Multi-year Accessibility Plan

September 2019 to August 2024

Bureau des droits de la personne
Human Rights Office

uOttawa

Forward

Access to a good education and satisfying work opportunities are vital factors in personal, social and intellectual development. Providing an accessible work and learning environment allows everyone the opportunity to grow and contribute fully to community progress and well-being. As a research leader and an organization responsible for knowledge sharing, the University of Ottawa holds a unique position in terms of accessibility. Our social responsibility goes beyond complying with the law. We must set an example for future generations and promote accessibility at all stages of knowledge creation.

While the University has striven for many years to become a more accessible living, learning and working environment, we recognize that there is much work left to be done before we achieve our vision. Strategic planning is an essential activity assisting us in this work. This Multi-year Accessibility Plan includes specific actions to be taken from now until 2024. It will serve as a roadmap guiding us towards a more accessible campus and a means to help the University community monitor our progress.

We hope that this plan will further dialogue on accessible University practices and encourage members of the University community to favour accessible, innovative, nimble and exemplary teaching and work methods designed to ensure that all have a chance to succeed and grow.

In closing, we wish to thank senior management for its support, as well as all those who worked on this report for the interest that they have shown in this important endeavour.

Human Rights Office Team

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Background

Legislation

The [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA) sets out a process to assist public sector organizations like the University of Ottawa to become fully accessible by 2025. As provided for in the [Integrated Accessibility Standards Regulation](#) (IASR), which came into force in 2011, the University must act to become accessible within five years in five areas: customer service, information and communications, transportation, employment and the built environment. These areas are governed by general requirements concerning creating accessibility policies; procurement or acquisition of goods, services or facilities; and submission of accessibility reports.

Multi-year accessibility plan

Under section 4.(1) of [O. Reg. 191/11: Integrated Accessibility Standards](#), the University of Ottawa must establish, implement, maintain, document, post, and review and update a multi-year accessibility plan at least once every five years, in consultation with persons with disabilities. The plan must provide an overall description of the University's strategies to, on one hand, prevent and eliminate barriers, and on the other, meet the [accessibility requirements for public universities under Ontario law](#).

About this plan

Objectives

This document is the University of Ottawa's accessibility plan for 2019–2024. It is a roadmap describing how we will make our facilities, goods and services more accessible in the next five years. The goal of this mandatory plan is to improve opportunities for persons with disabilities on campus. It is also a means for members of the University community with disabilities to help identify, remove and prevent barriers to accessibility in their living and working environment.

Annual status reports will allow for monitoring of progress in meeting the commitments outlined in this plan.

Scope

This plan only addresses requirements under the Accessibility for Ontarians with Disabilities Act, 2005. For more on commitments with regard to other laws, see the Human Rights Office's plans and reports.

Roles and responsibilities

The Human Rights Office, working with the faculties and services, is responsible for compiling and assessing the accessibility plans submitted by various units under Policy 119 — Accessibility, in order to develop, draft and publish a University-wide accessibility plan.

Services designated under Policy 119 must submit accessibility plans to the Human Rights Office according to the process and timelines we have established under the accessibility requirements for public universities according to Ontario law.

Designated services

- Procurement Services
- Human Resources
- Communications Directorate
- Facilities
- Protection Services
- Library

Other services consulted

These services were also involved in developing strategies dealing with customer service standards:

- Housing Service
- Student Academic Success Service — Academic Accommodations
- Teaching and Learning Support Service (TLSS)
- Sports Services
- Conventions and Reservations
- Office of Risk Management

Methodology

Collection of accessibility plans from designated services

On May 1, 2019, the Human Rights Office received multi-year accessibility plans from the services designated under Policy 119 — Accessibility.

These plans had to include elements such as the following:

- Report on the situation in 2019: a list of policies, practices and procedures governing how the services it is responsible for are or will be offered under Policy 119 — Accessibility to persons with disabilities.
- Accessibility strategic plan for 2019–2024: an overview of strategies applied and anticipated over the next five years (with a timeline) to, on the one hand, prevent and remove barriers, and on the other, meet the applicable standards for matters under the designated service's purview
- Strategies applied and anticipated to consult members of the University community with disabilities (as required by law) and receive feedback on the accessibility of goods and services under the designated service's purview

We relied on this information to draft this plan, which was submitted to the Administration Committee for approval prior to publication.

Other services consulted

The other services consulted also provided information on their commitments to further accessibility under this plan.

Consultation with members of the University community with disabilities

In accordance with the requirement for public consultations under the Integrated Accessibility Standards Regulation (IASR), the Human Rights Office used the feedback, requests and complaints taken from the following consultations and reports to identify issues related to the application of the AODA on campus before developing this plan:

- HRO annual reports
- Office of the Ombudsperson recommendations
- Report to the President: Diversity and Inclusion - Challenge and Promise (PDF 2.64 MB)
- Report of the APUO-Employer Equity, Diversity and Inclusion Committee (PDF 1.79 MB)
- The following reports by the Ad Hoc Committee on Diversity and Inclusion:
    - Disabilities, Mental Health and Wellness, Recreation and Sport (PDF 249 KB)
    - Disability (PDF 284 KB)
    - Mental Health (PDF 344 KB)
- The following surveys by the Ad Hoc Committee on Diversity and Inclusion:
    - University of Ottawa Diversity and Inclusion Survey (in French) (PDF 3 MB)
    - The Diversity Study (by Michelle Massie Marketing) (PDF 11.7 KB)
    - Manual coding of English and French campus climate narratives (PDF 832 KB)
    - Perceptions of Campus Diversity and Inclusion at the University of Ottawa: Marketing Segmentation Analysis Results (PDF 348 KB)

After being reviewed by the Administration Committee, this plan was posted on the Human Rights Office "Plans and Reports" page for a public consultation. Members of the University community with disabilities were invited to share their comments in a meeting with the Human Rights Office on December 3, 2019, or by email.

On December 11, 2019, the Administration Committee approved the Multi-year Accessibility Plan for 2019-2024.

An online consultation period will continue to February 15, 2020 and we hope this strategy will allow us to reach a large number of students and staff with disabilities and learn more about the diverse needs of the University community. Additional comments and recommendations will be studied and, if necessary, the 2019-2014 Multi-year Accessibility Plan will be updated during its annual review and returned to the Administration Committee for further approval.

During this time, members of the University community with disabilities were also invited to register for an online HRO consultation service and apply to be members of a new uOaccessible Advisory Committee.

2019–2024 commitments

Human Rights Office

Policy on accessibility

REQUIREMENTS

Since 2013, implement, update and publicize the policies, practices and procedures governing the way the University provides goods and services to persons with disabilities. We have met or will meet accessibility objectives in five areas: information and communication, employment, transportation, design of public spaces and customer service. O. Reg. 191/11, section 3

STATUS

In 2018, the Human Rights Office saw to the adoption of Policy 119 — Accessibility, which sets out the guidelines the University of Ottawa has put in place to achieve the objectives of Ontario legislation on accessibility.

2019–2024 HRO COMMITMENTS

Ongoing

The Human Rights Office will work with the designated services and other services who have committed to reviewing and developing administrative procedures, guidelines and practices under this plan.

Accessibility plans and reports

REQUIREMENTS

Since 2013:

- Establish, implement, maintain and publish a multi-year accessibility plan at least once every five years. O. Reg. 191/11, section 4
- Prepare and publish an annual status report on the progress of measures taken to implement the strategy described in the multi-year accessibility plan. O. Reg. 191/11, section 4

STATUS

In 2018, the Human Rights Office saw to the adoption of Policy 119 — Accessibility. The policy states that we are responsible for compiling and evaluating accessibility plans and reports submitted to us by designated services and to develop, draft and publish these plans and reports throughout the University.

2019–2024 HRO COMMITMENTS

Ongoing

Compile and assess the designated services' status reports on meeting the commitments they made in their multi-year accessibility plans.

Draft reports on University-wide progress and share them throughout the University, after submission to the AC for information purposes.

Review and modify timelines and commitments made in the multi-year accessibility plans as required, in consultation with the uOaccessible Advisory Committee, and publicize these changes after receiving AC approval.

Legal requirements with deadlines

Complete the status reports required by the government and submit them to the AC for approval.

2023–2024

Compile and assess designated services' 2015–2030 multi-year accessibility plans.

Draft the University-wide 2025–2030 multi-year accessibility plan, in consultation with the uOaccessible Advisory Committee.

Share the 2025–2030 multi-year accessibility plan, after receiving AC approval.

Accessible feedback process

REQUIREMENT

Since 2010, establish and make available an accessible feedback process that allows the University to receive comments on the way it provides goods, services and facilities to persons with disabilities, and to state the measures it will take if it receives a complaint under the current policy. O. Reg. 191/11, section 80.50

STATUS

The University community has been invited to share its comments on the Human Rights Office "Feedback, Comments and Suggestions" page. The page also contains a link to the HRO "Filing a complaint" page, which explains what happens when a complaint is made. There is also a link to the "Feedback, Comments and Suggestions" page from the Accessibility Hub. There is a link to the Accessibility Hub on the footers of all University of Ottawa websites and all University of Ottawa virtual maps building pages.

The Human Rights Office's annual reports contain a summary of feedback, the types of complaints received by the HRO and the measures taken to address them.

2019–2024 HRO COMMITMENTS

The Human Rights Office will continue to work on the following:

Ongoing

Work with the faculties, designated services and other services to ensure that the HRO feedback process is integrated in University practices regarding customer service, including educational services.

Take advantage of opportunities on campus to promote the HRO feedback process and invite University community members with disabilities to take part in consultations on accessibility.

2019–2020

Launch the uOaccessible Advisory Committee, made up of University community members with disabilities.

Develop a mailing list to better target consultations with University community members with disabilities.

2021–2022

Inform the services responsible for applying the AODA of the Human Rights Office online consultation service.

Develop an accessible online form to receive feedback and include it in the Accessibility Hub's Accessibility resources.

2023–2024

Promote the feedback process through student mobilization initiatives managed through partnerships or by the Human Rights Office alone.

Monitoring and control

REQUIREMENT

Since 2013, ensure that the University of Ottawa meets the requirements of Ontario's accessibility law affecting public universities by 2019. O. Reg. 191/11, section 4

STATUS

Section 31 ("Compliance — Internal audit") of Policy 119 stipulates that the Human Rights Office oversees University of Ottawa compliance with Ontario's accessibility law for public universities in 2019 as follows: 1) Services or faculties affected by the application of Policy 119 must submit annual compliance reports to the Human Rights Office. 2) The Human Rights Office compiles and evaluates these reports and prepares the annual status report on measures taken to implement the strategy set out in the multi-year accessibility plan according to Ontario's accessibility law. 3) These reports are submitted for approval by the AC before being published.

Additional information on the means the HRO uses to ensure that the University of Ottawa meets its accessibility requirements under Ontario law can be found on the HRO website under "Plans and Reports."

2019–2024 HRO COMMITMENTS

Ongoing

Meet the services designated under this plan at least twice a year to measure progress and take stock of the situation through the annual status reports and accessibility compliance reports required by the Ontario government.

Advise services and faculties and intervene as necessary to ensure that goods and services are offered by the University in accordance with Ontario legislation on accessibility.

Include a summary of feedback received and commitments made in the Human Rights Office's annual reports.

2023–2024

Provide an informal audit service for faculties and services who wish to improve their practices, or as recommended by a competent authority.

Human Rights Office and <u>other services</u>

Creating policies on accessible customer service

REQUIREMENTS

Since 2013, implement, update and publish in an accessible format the policies, practices and procedures governing the ways the University provides goods and services to members of the University community with disabilities. O. Reg. 191/11, section 80.46

STATUS

Policy 119 — Accessibility stipulates that designated persons who provide services to members of the University community must make a reasonable effort to ensure that persons living with disabilities have the same opportunity as others to receive, use and benefit from goods and services offered (including educational services) in a respectful, dignified manner. The "Responsibilities related to services provided to members of the University community," "Responsibilities related to information and communication" and "Feedback process" sections of Policy 119 — Accessibility include provisions dealing with customer service standards.

Educational services were included in Policy 119 to cover services affecting knowledge acquisition, academic standards, assessment and accreditation not covered by Academic Regulation I-16 — Academic Accommodations. The latter covers the legal obligation to provide academic accommodation for current and future students with disabilities within the meaning of the Ontario Human Rights Code. Our annual reports contain information on initiatives taken in accordance with the code.

HRO COMMITMENTS 2019–2024

The Human Rights Office, along with the Housing Service, SASS — Academic Accommodations, Sports Services, Conventions and Reservations, Human Resources and the Office of Risk Management, is committed to the following work:

2020–2021

Publish a procedure and guidelines concerning service animals on campus.

2021–2022

Publish guidelines on the use and management of products associated with environmental hypersensitivity and respiratory disorders.

2022–2023

Publish guidelines on management of food allergies and anaphylaxis.

2023–2024

Publish guidelines on access to straws on campus.

Explore ways to centralize requests for non-academic accommodations for students with disabilities.

Procurement Services

Purchasing accessible goods and services

REQUIREMENTS

Since 2013, incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so, and when not, provide an explanation on request.   O. Reg. 191/11, section 5(1)

STATUS

- Policy 36 — Supply of Goods and Services sets out requirements concerning accessibility.
- A web page on accessible procurement has information to help buyers know their legal obligations and consider accessibility when purchasing goods and services.
- Information sessions have taken place and an "Accessibility Rules for Procurement" presentation (in English) was developed.
- Experts have been identified in several key sections.

2019–2024 PROCUREMENT SERVICES COMMITMENTS

Ongoing

Provide training for new staff that integrates accessibility criteria and records the number of trained staff for status reports created in accordance with this plan.

Provide advice and recommendations to support staff and faculty on accessibility requirements and best procurement practices, with the assistance of experts in each area covered by the AODA.

Promote the procurement policy and associated procedures and practices as they are amended.

Integrate accessibility elements when updating procurement practices.

2019–2020

Provide refresher training that integrates accessibility criteria for all staff involved in procurement.

Work with the Human Rights Office to identify ways to assess accessibility of goods and services during the procurement process.

2020–2021

Review information on accessibility in Policy 36 — Supply of Goods and Services when the policy is updated, and make modifications as necessary.

Communications Directorate

Accessible websites

AODA REQUIREMENTS

Since 2014, ensure that all websites and publicly available content controlled by the University posted online after January 1, 2014 meet WCAG 2.0 Level A requirements, except for success criteria 1.2.4 (captions — live) and 1.2.5 (audio description — pre-recorded). [O. Reg. 191/11, section 14 (1)](#)

Starting January 1, 2021, ensure that all websites and publicly available content controlled by the University posted online after January 1, 2012 meet WCAG 2.0 Level AA requirements, except for success criteria 1.2.4 (captions — live) and 1.2.5 (audio description — pre-recorded). [O. Reg. 191/11, section 14 (2)](#)

STATUS

- The uOttawa.ca Drupal platform complies with responsive web design principles.
- Web page templates meet accessibility requirements.
- The ["Understanding how to make your website content accessible" web page](#), part of the ["Web at uOttawa" site](#), provides resources to help University community members understand their legal obligations regarding web accessibility and create accessible web content. They can also download accessibility checking tools.
- Governance remains unclear governance and there are few tools to enforce requirements.
- There is a lack of resources to meet the directorate's mandate to advise, raise awareness and apply guidelines.

2019–2024 COMMUNICATIONS DIRECTORATE COMMITMENTS

The Communications Directorate has been given responsibility by the AC to ensure compliance with website requirements. It has committed to the following work:

Ongoing

Provide expert advice on web accessibility for large-scale University projects.

Ensure accessibility of officially recognized websites under the control of the University through an automated audit, notification and follow-up solution.

Regulary audit website accessibility and faculty and service compliance efforts.

Produce regular reports on web accessibility as well as notices of non-compliance for the University community.

Work with those responsible for non-compliant websites to help them meet the WCAG 2.0 requirements.

Raise awareness and ensure training of campus stakeholders regarding web accessibility.

Ensure access to up-to-date online reference and work tools.

Extend commitments under this plan to the actions of other campus bodies (e.g., Architecture Review Board, Information and Communications Committee, Procurement Services, Human Rights Office, Human Resources, Language Services and the Teaching and Learning Support Service).

Submit detailed annual status reports and multi-year accessibility plans regarding the accessibility of the uOttawa.ca website.

2019–2020

Renew staff training on accessible websites and web content.

Report on the state of web accessibility at the University of Ottawa.

Enumerate and consolidate campus tools, online resources, best practices, reference websites and expertise related to accessibility.

Develop a 2020–2024 web accessibility operational plan to ensure compliance with CD commitments.

Review and present a more precise, detailed governance model for campus stakeholders and see to its approval.

Build an on-campus community of experts in website and web content accessibility.

Lead an accessibility review of University websites and make minor improvements.

2020–2021

Implement a 2020–2024 web accessibility operational plan in collaboration with other University stakeholders.

Training: Develop guidelines on legal responsibilities and creation of accessible content for social media, web and mobile-based applications, video production, and creation of PDFs and accessible online forms.

Human Resources

Accessibility training

REQUIREMENTS

Since 2015, provide the following training and keep records on dates and number of participants:

- Mandatory training on customer service under the AODA for University staff and volunteers, as well as others who are involved in developing policies or who provide goods, services or facilities on behalf of the University.
- Mandatory training on the Integrated Accessibility Standards Regulation requirements as they relate to participants' work.

STATUS

Mandatory training for all employees

- Human Resources provides a list of mandatory training sessions.
- University learning material is centralized in a system that allows Human Resources to compile information on learners. The material includes these training modules that are mandatory for all employees:
    - AccessForward: Training for an Accessible Ontario on the Integrated Accessibility Standards
    - Working Together: The Code and the AODA
- The Employee Supervisor Management System (ESMS) enables senior directors, human resources generalists and service and faculty administrative officers to assign supervisors to their staff. This allows supervisors to take follow-up action with staff.
- The Learning Record Store (LRS), a system for learning activity registration and data management, makes it easier to target problematic sections and to increase the overall responsibility of all University community members in meeting accessibility requirements, including mandatory training.

Mandatory training for volunteers

- Volunteers and others who provide goods, services or facilities on behalf of the University can also access mandatory training online, but their information is not included in the LRS.

Mandatory training for teaching staff

- See the Teaching and Learning Support Service section.

2019–2024 HUMAN RESOURCES COMMITMENTS

Ongoing

Include the number of people who have taken the mandatory accessibility training in the annual status reports on this plan.

Include a member of the Human Rights Office on the committee for mandatory training. Part of this committee's mandate is to ensure that the University complies with government requirements concerning mandatory training, to oversee other types of training and to implement measures to ensure training quality.

Include Human Resources initiatives to promote mandatory training to University employees in annual status reports on this plan.

2019–2020

Develop guidelines on roles and responsibilities concerning mandatory training.

Let managers know about the dashboards that allow them to obtain reports on training completed or to be completed by their staff.

2020–2024

Clarify information regarding target audiences for mandatory training.

Work with the Human Rights Office to provide training on universal design for learning to University trainers.

Accessible recruitment and hiring processes

REQUIREMENTS

Since 2014:

- Inform staff and the public that accommodation measures are available for applicants with a disability during the recruitment, assessment and hiring processes.

- Inform applicants who are hired of our policies on accommodating employees with a disability and of support measures.

    O. Reg. 191/11, section 22, 23, 24, 25 and 26

STATUS

Recruitment process

Job postings include a statement on the availability of accommodation measures. This statement is also posted on the Human Resources "Accessibility and accommodation" page.

Assessment process

- Acknowledgements of receipt of a job application include a sentence on the availability of accommodation measures.

- An accommodation best practices checklist used by Human Resources is sent to hiring managers for the interview process.

Hiring process

- The offer of employment letter sent to new employees includes a mention on policies in place. Information on the duty to accommodate in the workplace is also included in collective agreements.

- Information on the possibility of accommodation measures is provided on the HR Health and Wellness site, in the mandatory "Working Together: The Code and the AODA" training, in the "Mental Health First Aid" training and during onboarding of new employees.

- A guide is available for managers to assist in implementing accommodation measures for employees with a disability.

2019–2024 HUMAN RESOURCES COMMITMENTS

2019–2020

Update and circulate a new guide for managers on an accessible hiring process.

2020-2021

Finalize the onboarding project, in which information on accessibility will be further developed.

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Workplace accommodation measures for employees with disabilities

REQUIREMENTS

Since 2014:

- Develop and implement a written process governing the creation of individual accommodation plans and the return to work for employees with a disability. O. Reg. 191/11, section 28 and O. Reg. 191/11, section 29
- Provide individualized workplace emergency response information to employees with a disability regarding emergency workplace interventions and implement a plan, with the employee's consent. O. Reg. 191/11, section 27
- Consult the employee with a disability to determine any need for, and the type of, accessible formats and communication support required so that the employee can access and use information required to perform his or her work as well as information generally available to other employees. O. Reg. 191/11, section 26

STATUS

Written process

The process of creating accommodation plans is described in the collective agreements. It includes information on employee participation, needs assessment and employee support.

Emergency plan

Supervisors and employees are informed in the accommodation or return to work plan that it is possible to develop an individualized emergency intervention plan by contacting Protection Services. This is also mentioned on the Protection Services "Are you ready?" page.

Consultations with employees with a disability

- Individualized accommodation and return to work plans are created in consultation with the employee, the manager and, if desired by the employee, the union representative. These consultations help determine the measures required to meet the need for accommodation. New employees engage in these consultations as part of the onboarding process.
- Regular employees are consulted following sick leave or when they or their managers submit requests for accommodation. These accommodation measures are integrated and documented in the return to work plan as necessary.

2019–2024 HUMAN RESOURCES COMMITMENTS

Ongoing

Provide information to managers on accommodation measures as part of "Mental Health First Aid Training" and the Leadership and Management Program workshop on workplace accommodation for managers.

Offer training sessions and support to managers as needed to facilitate workplace accommodation measures and eliminate potential barriers to a return to work.

Include in the annual status reports on this plan the number of managers who have benefitted from consultations, support and training by Human Resources on workplace accommodation measures for employees with disabilities.

2019–2020

Develop a return to work guide for managers with advice and best practices.

2022–2023

Add the individualized, documented accommodation plan development process and policies on support of employees with disabilities to a guide for non-unionized staff.

2023–2024

Simplify how employees can obtain information on the Human Resources website.

Retention of employees with a disability

REQUIREMENT

Since 2014, take into consideration the needs of employees with a disability in performance evaluations, redeployment and career development and advancement. O. Reg. 191/11, section 30, 31 and 32

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STATUS

- Employees can make requests for accommodation to their managers during meetings on performance evaluation; however, nothing specific is currently in place.
- During redeployments, accommodation requirements are shared with the new supervisor and the accommodation plan is changed, as required.
- Opportunities for career development and advancement include the following message: "If you have any accessibility needs, please contact the service offering the workshop as soon as possible so we can ensure your accessibility needs are met (see your invitation for contact information)."

2019–2024 HUMAN RESOURCES COMMITMENTS

2020–2021

Develop guidelines for managers on taking into consideration the needs of employees with a disability in performance evaluations, redeployment, and career development and advancement.

2022–2023

Include a section in Halogen on how the needs of an employee with a disability have been taken into consideration in performance evaluations, redeployment, and career development and advancement.

2023–2024

Establish administrative procedures regarding requests for workplace accommodation measures for employees with disabilities.

Teaching and Learning Support Service

Training for educators

REQUIREMENTS

Since 2015, provide the following training and keep a record of the dates and number of participants:

- Training for educators to make them aware of accessibility issues in program and course delivery and instruction.
  O. Reg. 165/16, section 80.49 and O. Reg. 191/11, section 7 and 16

STATUS

- The Teaching and Learning Support Service provides training on inclusive teaching practices for uOttawa professors who are members of the APUO and the APTPUO, and keeps a record of participants.
- The Student Academic Success Service (SASS), along with the Teaching and Learning Support Service, the Human Rights Office and Legal Services, occasionally offers lunchtime discussions to inform professors, trainers and staff providing educational services about accessibility, the duty to accommodate and available services.

2019–2024 TEACHING AND LEARNING SUPPORT SERVICE COMMITMENTS

Ongoing

Work with the Human Rights Office to include the number of professors who have taken TLSS training on accessible learning in future annual status reports.

Include initiatives taken by the Teaching and Learning Service to promote training on accessibility issues to professors who are members of the APUO and the APTPUO in the annual status reports on this plan.

2023–2024

Work with the Human Rights Office and Human Resources to facilitate knowledge sharing on accessible learning practices with educators who are not APUO or APTPUO member professors.

Protection Services

Information on emergency procedures, plans and public safety

REQUIREMENT

Provide on request information on emergency procedures, plans and public safety that the University makes available to the public in an accessible format or with appropriate communication supports as soon as practicable. O. Reg. 191/11, section 13(1)

STATUS

Protection Services has developed emergency and safety measures according to the type of emergency (fire, bomb threat, earthquake, lockdown, etc.) and posted them on a website. The website meets the World Wide Web Consortium (W3C) WCAG (Web Content Accessibility Guidelines) 2.0 Level AA requirements.

A section of the "Be prepared for emergencies" page of the "Are you ready?" website is dedicated to accessibility and emergencies. The section includes a link to Ontario's Emergency Preparedness Guide for People with Disabilities / Special Needs. Protection Services invites persons with disabilities to get to know the website content and to contact the service to obtain an individualized safety and evacuation plan.

The SecurUO app is available for iOS and Android devices. It offers additional options to search for and obtain information on University services and policies related to safety and accessibility. The app uses the accessibility features of various devices.

Workplace emergency response information

REQUIREMENTS

Provide individualized emergency response information to employees with a disability as needed, and, with employee consent, provide this information to the person designated to assist them.
O. Reg. 191/11, section 27

STATUS

Individualized emergency plans for people with accessibility needs are available on request.

2019–2024 PROTECTION SERVICES COMMITMENTS

Ongoing

Include accessibility-related elements in emergency exercises on campus, to properly prepare Protection Services members and ensure that members of the University community with disabilities are informed.

Hold annual meetings with the Human Rights Office's senior policy officer, accessibility and diversity, to ensure that emergency preparedness programs and training address the requirement to properly meet the needs of members of the University community with disabilities.

For more information on initiatives dealing with this requirement, see the "Emergency plan" section of this document.

Maintenance of accessible elements

REQUIREMENTS

Include procedures for preventive and emergency maintenance of accessible elements in public spaces in the multi-year accessibility plan. O. Reg. 191/11, section 80.44

STATUS

Responsibility for preventive and emergency maintenance of accessible elements in public spaces is shared by Protection Services and Facilities.

2019–2024 PROTECTION SERVICES COMMITMENTS

Ongoing

Ensure during patrols that building entrances and emergency exits are accessible, safe and clear.

Work with Facilities when problems are reported concerning accessible elements in public spaces (e.g., elevators, road and sidewalk conditions, snow removal).

For more on these requirements, see the Facilities section.

Accessible parking spaces

REQUIREMENTS

Ensure that off-street parking the University of Ottawa constructs, re-develops and maintains includes a minimum number of accessible parking spaces, standard and wide, properly identified and with access aisles. O. Reg. 191/11, sections 80.32 to 80.44

STATUT

For more on initiatives related to these requirements, see the Facilities section.

2019–2024 PARKING AND SUSTAINABLE TRANSPORTATION OFFICE COMMITMENTS

Ongoing

Provide accessible parking spaces in excess of the minimum ratio as needed and when practicable.

Minimize the impact on accessible parking spaces during renovation or construction projects.

For more on initiatives related to these requirements, see the Facilities section**.**

Accessible transportation services

REQUIREMENT

Provide on request accessible vehicles or transportation services equivalent to those that the University provides to other members of the University community. O. Reg. 191/11, section 76

STATUS

The campus shuttle bus for students and employees is not accessible. An adaptive taxi transportation service is offered in collaboration with Taxitab, SASS and the Parking and Sustainable Transportation Office. Students and staff with a physical limitation can receive taxi vouchers for travel on campus and between the main campus, 200 Lees, Saint Paul University and Roger Guindon Hall.

2019–2024 PROTECTION SERVICES COMMITMENTS

2020–2021

Clearly define responsibilities for managing the taxi vouchers provided by SASS — Academic Accommodations.

Facilities

Outdoor spaces, parking spaces, service counters and waiting areas

REQUIREMENTS

Since 2016, ensure that the following places for public use that the University constructs, re-develops and maintains meet AODA accessibility criteria:

- Outdoor eating areas
- Exterior paths of travel designed for pedestrians for functional and not recreational purposes, as well as pedestrian signals
- Off-street parking
- Service counters, fixed queuing guides and waiting areas where seating is fixed to the floor.
  O. Reg. 413/12

STATUS

As stipulated in the AODA, facility accessibility will be generally improved as part of the normal upgrade cycle.

Between 2015 and 2018, Facilities commissioned Quadrangle Architects to examine campus facilities for accessibility and determine the most persistent and urgent needs. This study, as well as public consultations and incident reports submitted by Protection Services, helped to develop Facilities' accessibility plan for the next five years.

2019–2024 FACILITIES COMMITMENTS

Ongoing

Ensure maintenance of an accessible interactive campus map once it is developed.

Consult members of the University community with disabilities to decide on priority initiatives and measure progress.

2019–2020

Modernize and replace platform lifts and stairlifts for wheelchairs.

Update and install accessible washrooms in all priority locations as determined by the needs of the University community and the results of the Quadrangle Architects accessibility study conducted between 2015 and 2018.

Develop a mechanism to receive and respond to feedback.

Establish a governance structure that clearly defines roles and responsibilities for the management and implementation of Facilities' multi-year accessibility plan.

2020–2021

Update washrooms and outdoor spaces in all priority locations as determined by the needs of the University community and the results of the Quadrangle Architects accessibility study conducted between 2015 and 2018.

Improve classroom accessibility in Simard and Hagen halls.

Alter service counters in all priority locations as determined by the needs of the University community and the results of the Quadrangle Architects accessibility study conducted between 2015 and 2018.

Install accessible picnic tables and increase the number of benches in outdoor spaces in all priority locations as determined by the needs of the University community and the results of the Quadrangle Architects accessibility study conducted between 2015 and 2018.

Develop an online map showing construction areas and accessible detours.

Develop a rapid response program for accommodation requests from University students and employees.

2021–2022

Use a University-developed guide that includes accessibility audit and control measures when planning and implementing campus projects.

Launch an interactive web application to make it easier to find accessible indoor and outdoor spaces on the three campuses.

Increase the number of accessible parking spaces and bus shelters near designated Para Transpo stops.

Update emergency measures systems to make them more accessible (visual alarms in washrooms, study spaces, laboratories and classrooms; emergency levers in washrooms).

Update directional pedestrian control signals in all priority locations as determined by the needs of the University community and the results of the Quadrangle Architects accessibility study conducted between 2015 and 2018.

2022–2023

Improve accessibility of stairs and guard rails in all priority locations as determined by the needs of the University community and the results of the Quadrangle Architects accessibility study conducted between 2015 and 2018.

Build quiet spaces in busy facilities.

2023–2024

Improve visibility and accessibility of emergency exits (directional signs, photoluminescent markings, evacuation chairs and guardrails).

Library

Procurement of accessible library resources

REQUIREMENT

Integrate accessibility requirements in procurement procedures for library printed resources (since 2015) and digital or multimedia resources (starting in 2020) (except for special collections, archival material, rare books and donations). O. Reg. 191/11, section 18

STATUS

The University of Ottawa library has access to a range of accessible digitized collections, including books, periodicals, newspapers and magazines, via the Accessible Content ePortal (ACE).

The library is closely monitoring the development of LEAP (Library eResources Accessibility Project), an initiative of college libraries in Ontario that aims to "establish accessibility best practices" (LEAP Interim Report Spring/Summer 2017, p. 4).

In the meantime, the University of Ottawa and the other members of the Ontario Council of University Libraries (OCUL) are studying issues related to the acquisition of accessible collections.

2019–2024 LIBRARY COMMITMENTS

Ongoing

Provide guidelines for finding and requesting works in accessible formats as well as information on technologies and services available to University community members with disabilities on the library's "Accessibility" page.

Work with the Human Rights Office to receive feedback from students with disabilities who use the library (through surveys, focus groups, one on one interviews, etc.) and hold discussions with representatives of students with disabilities to identify accessibility-related barriers.

Provide refresher training to library staff on accessibility standards for customer service and production of accessible documents.

Raise library staff's awareness of universal design principles through training and presentations.

2019–2021

Work with the vice-provost, graduate and postdoctoral studies, and the faculties to encourage students to submit their theses to the uO Research digital repository in an accessible format.

Encourage the establishment of an informal group of campus accessibility experts to discuss best practices to adopt.

Develop guidelines on inclusive learning practices to be adopted by library employees who provide information and instructions to members of the University community.

Explore options to reduce the number of steps required for the library users to request and receive accessible material and to make the process as transparent as possible.

2021–2024

Fill the position of an inclusion librarian, who will be responsible for, among other things, ensuring that resources, goods and services offered by the library are accessible.

Extend mechanisms to check the accessibility of documents submitted to uO Research to other library online publication services.

Collaborators

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And many thanks to you, the University community, for taking the time to share your experiences and make recommendations to help us on our road to accessibility.