

# Survey on the 2019-2024 Multi-Year Accessibility Plan: Results and Interpretation

September 2019 to August 2024

Bureau des droits de la personne  
Human Rights Office



uOttawa

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# Introduction

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## Background

From December 17, 2019 to February 15, 2020 the Human Rights Office invited University of Ottawa students, employees and visitors to take a confidential online survey on the University of Ottawa's 2019-2024 Multi-Year Accessibility Plan. The survey was available in both official languages.

## Goal

This online consultation aimed to evaluate the University community's level of satisfaction with the various accessibility needs with respect to the strategies of the University of Ottawa's [2019-2024 Multi-year Accessibility Plan](#).

## Methodology

### Questions

The survey consisted of nine closed questions. Survey takers could provide more than one answer to some of the self-identification questions. They could also provide comments at the end of each question dealing with the strategies.

### Self-Identification

Participants had the option to self-identify or not. The three self-identification questions were asked to help the Human Rights Office single out social inequalities that have a disproportionate effect on certain members of the University community with disabilities. This information would allow the University to implement significant changes to allow everyone to participate fully in the University community.

### Staying informed and getting involved

The Human Rights Office took this opportunity to inform University community members with disabilities of the ways they can stay informed of upcoming initiatives and campus-wide consultations on accessibility, and to invite them to apply to sit on the University's new [uOaccessible advisory committee](#).

## Dissemination

The invitation to take the survey was published in the *Gazette*, posted on the University's social media pages, sent to addresses on the SASS – Academic Accommodations distribution list, and broadcast on TV screens across campus.

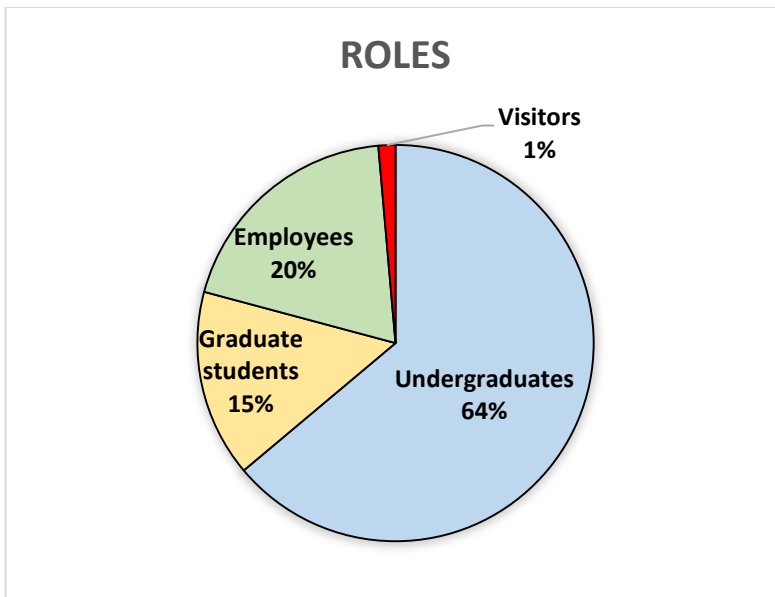
## Survey results

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### Summary

- Total number of respondents: 68.
- Most of the respondents were undergraduates (64%).
- A variety of functional limitations and abilities, and disabilities, were identified.
- The level of satisfaction with the strategies presented varied between 65% and 75%
- Role on campus, functional abilities and limitations, and type of disability did not significantly influence their level of satisfaction with each of the standards.

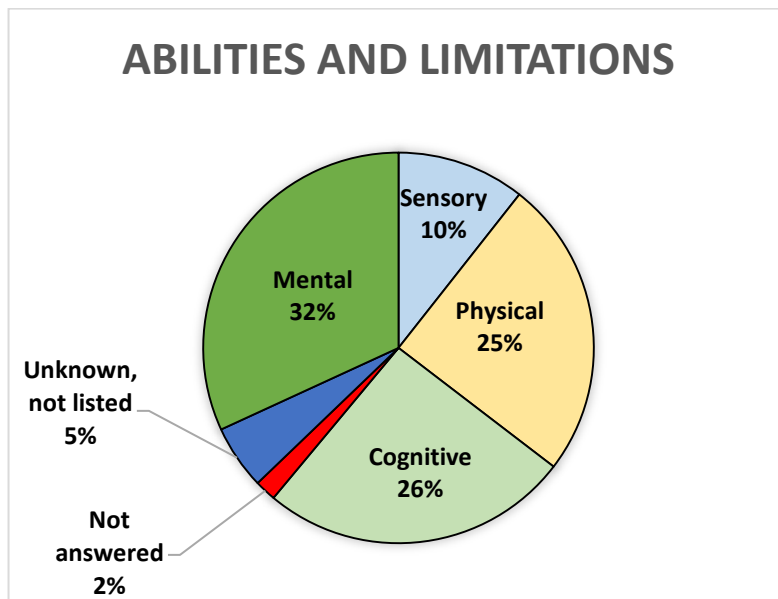
## Roles



- Undergraduates: 46 (64%)
- Graduate students: 11 (15%)
- Employees: 14 (20%)
- Visitors: 1 (1%)

Note that respondents could select more than one role (e.g. employee and student)

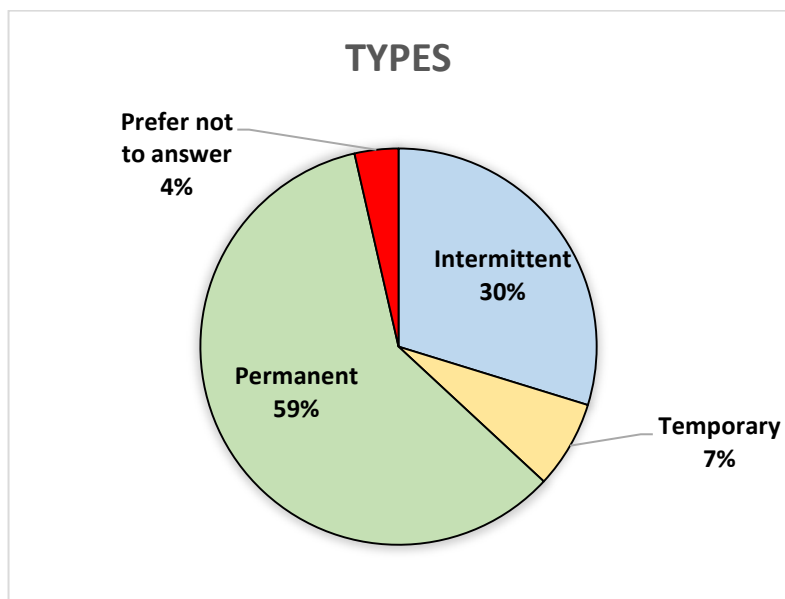
## Abilities and functional limitations



- Sensory (e.g. seeing, hearing): 12 (10%)
- Physical (e.g. mobility, flexibility, dexterity, pain): 28 (25%)
- Cognitive (e.g.: learning, development, communication and memory): 29 (26%)
- Mental health-related (e.g.: emotional, psychological, substance abuse): 36 (32%)
- Unknown or not listed: 6 (5%)
- Prefer not to answer: 2 (2%)

Note that respondents could select more than one ability or functional limitation (e.g. physical and mental health)

## Types of functional limitations



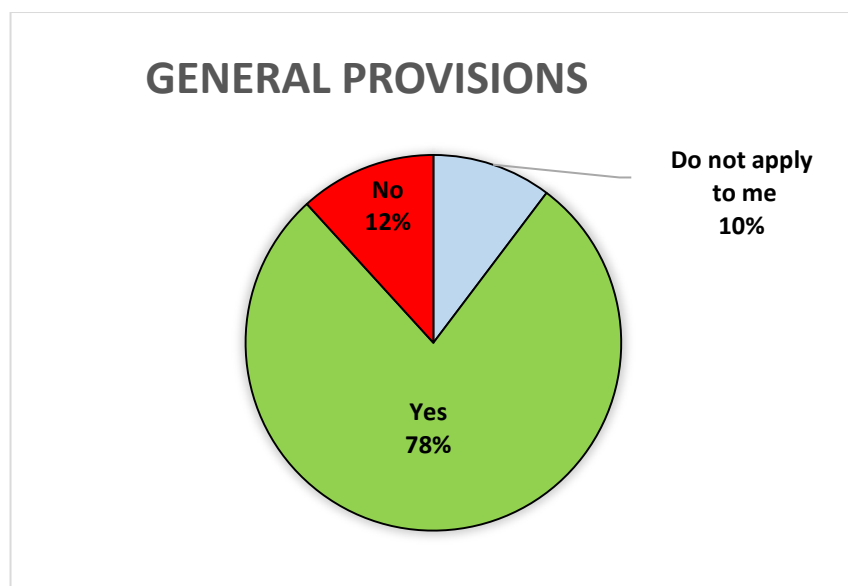
- Intermittent: 25 (30%)
- Temporary: 6 (7%)
- Permanent: 50 (59%)
- Prefer not to answer: 3 (4%)

## General provisions

Do you support the commitments listed in the 2019-2024 Multi-year Accessibility Plan that deal with the general provisions of the AODA?

Specifically:

- The establishment of accessibility policies, reports, and plans;
- Training (including training for professors and educators); and
- The procurement or acquisition of goods, services, or facilities.



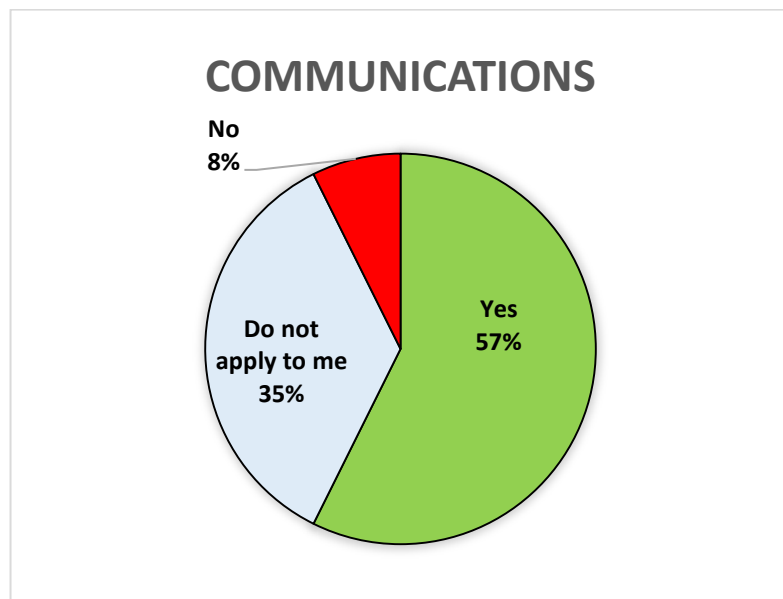
- The general provisions do not apply to me: 7 (10%)
- Yes: 53 (78%)
- No: 8 (12%)

## Information and communication standards

Do you support the commitments listed in the 2019-2024 Multi-year Accessibility Plan that deal with the information and communication standards specified in the AODA?

Specifically:

- the feedback process, accessible formats and communication aids, including training materials and resources, as well as University of Ottawa Library resources;
- information on public safety or emergency plans and measures; and
- accessible websites and online content



- The information and communication standards do not apply to me: 13 (35%)
- Yes: 56 (57%)
- No: 4 (8%)

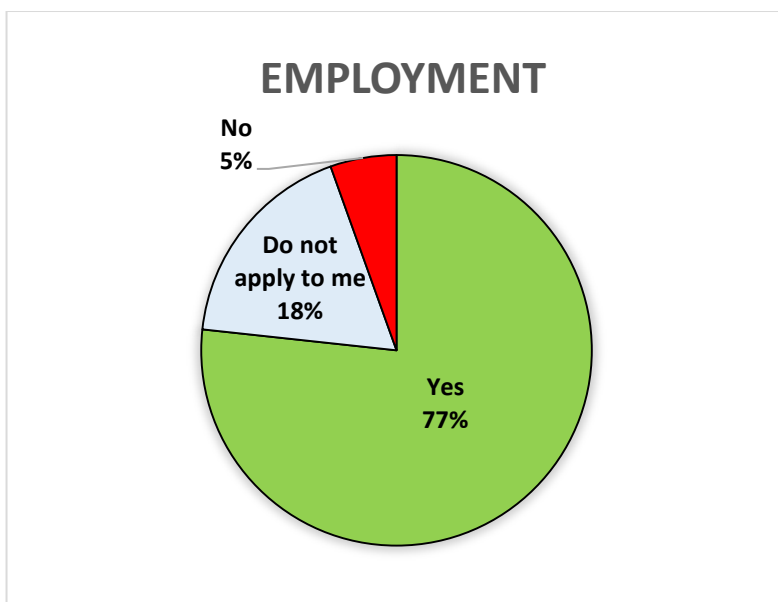


# Employment standards

Do you support the commitments listed in the 2019-2024 Multi-year Accessibility Plan that deal with the employment standards specified in the AODA?

Specifically:

- the recruitment, evaluation and selection process;
- notice to successful applicants;
- informing employees of supports
- accessible formats and communication supports for employees
- workplace emergency response information
- individualized and documented accommodation plans for employees
- the return-to-work process
- performance management
- career development and advancement
- redeployment



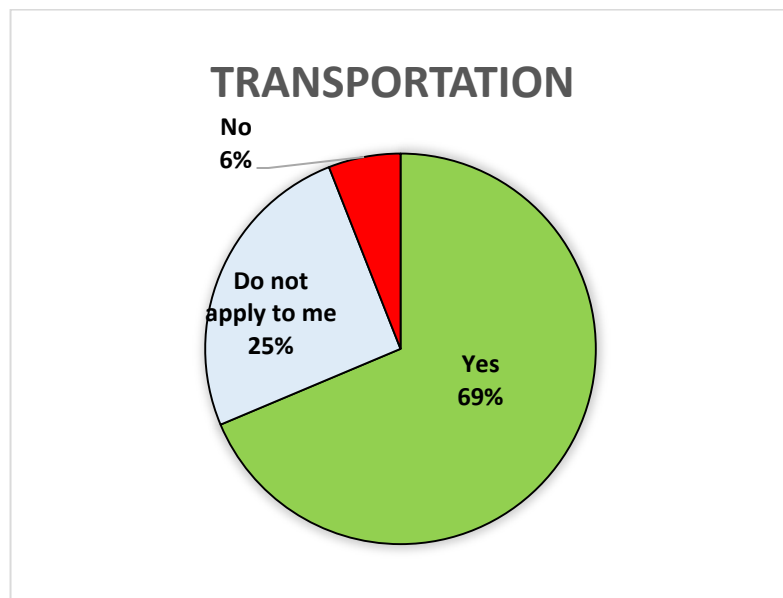
- The standards on employment do not apply to me: 24 (18%)
- Yes: 39 (77%)
- No: 5 (5%)

# Transportation standards

Do you support the commitments listed in the 2019-2024 Multi-year Accessibility Plan that deal with transportation standards specified in the AODA?

Specifically:

When a transportation service that is provided by (or on behalf of) the University of Ottawa is not accessible, another accessible option must be provided upon request.



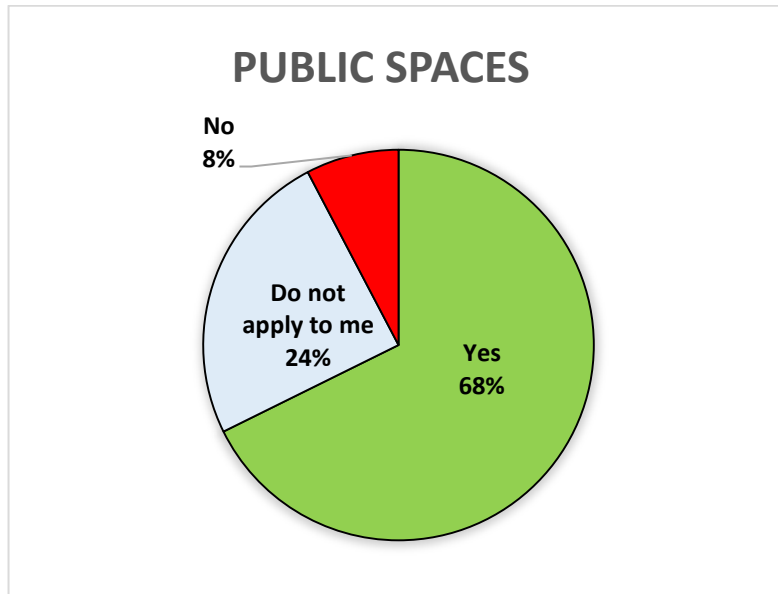
- The transportation standards do not apply to me: 17 (25%)
- Yes: 46 (69%)
- No: 5 (6%)

## Standards for the design of public spaces

Do you support the commitments listed in the 2019-2024 Multi-year Accessibility Plan that deal with standards on the design of public spaces (accessibility standards for the built environment) specified in the AODA?

Specifically:

- outdoor eating areas for public use at the University of Ottawa (e.g. picnic tables)
- outdoor paths of travel at the University of Ottawa, i.e. stairs, ramps, curb ramps, pedestrian signals and rest areas
- accessible parking spaces provided by, or on behalf of, the University of Ottawa (i.e., the 12-1 ratio, Type A and B parking, signage, ease-of-access)
- outdoor and indoor service counters at the University of Ottawa (queuing and waiting areas); and
- the maintenance of indoor and outdoor accessibility features, as provided by (or on behalf of) the University of Ottawa.



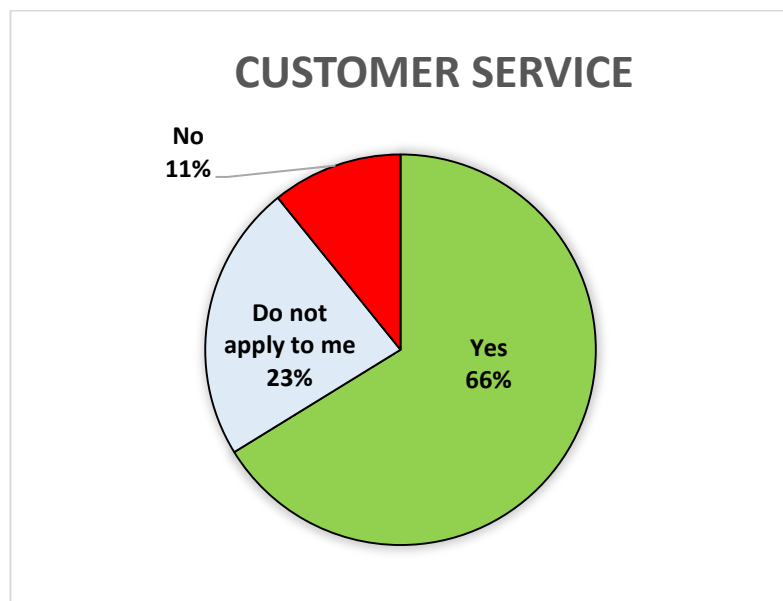
- The standards for the design of public spaces do not apply to me: 16 (24%)
- Yes: 44 (68%)
- No: 8 (8%)

## Customer service standards

Do you support the commitments listed in the 2019-2024 Multi-year Accessibility Plan that deal with customer service standards specified in the AODA?

Specifically:

- temporary disruptions of service
- use of service animals or support persons



- The customer service standards do not apply to me: 17 (23%)
- Yes: 49 (66%)
- No: 2 (11%)

## Partners

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