Université d'Ottawa | University of Ottawa

Status Report on Accessibility

May 2021 to May 2023

Human Rights Office
Bureau des droits de la personne

uOttawa

Foreword

Honouring our commitments

Members of our University community with disabilities continue to face physical, technological, financial and attitudinal barriers that undermine their participation in learning and career advancement activities, in addition to life on campus.

Many of these barriers are persistent and institutional. Work to eliminate them requires that all University officials be willing to make our campus more accessible to members of our community with disabilities. That willingness must be demonstrated by, for example, allocating resources that will allow us to fulfil the commitments set out in the 2019–2024 Multi-year Accessibility Plan.

The University of Ottawa's budgets are supposed to serve the members of our community equally. We must intentionally include students, staff members and visitors with disabilities in those budgets so that they can access the same goods, services and opportunities as their peers and colleagues. To that end, their needs must be known and taken into account in our practices, plans, reports and budgets.

The Government of Ontario, together with persons living with different kinds of disabilities, has drawn up a list of minimum mandatory actions that institutions must incorporate into their processes in order to make living, learning and workspaces in the province more accessible. These requirements are set out in the *Accessibility for Ontarians with Disabilities Act* (AODA).

The University of Ottawa crafted the 2019–2024 Multi-year Accessibility Plan to comply with them. The Plan includes specific measures that the University's key services have committed to taking in a phased manner by 2024 in order to incorporate the AODA's prescriptions into their activity sectors.

In this final stretch, we call on the University to demonstrate its willingness to honour each of these commitments in order to enhance the employment, learning, research and life outlook for members of its community with disabilities. Let's reduce the institutional and attitudinal barriers that are preventing us from fulfilling our commitments. Let's take the time and allocate the resources needed to achieve that goal, and let's take relevant and sustained actions throughout this final year.

We also encourage the key sectors to report on their progress in fulfilling their commitments so that the University's leadership can make informed decisions and eliminate barriers to inclusion for persons on our campus with disabilities.

The Human Rights Office Team

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Background

Legislation

The *Accessibility for Ontarians with Disabilities Act, 2005*(AODA) provides for a process to assist public-sector organizations, such as the University of Ottawa, to become fully accessible by 2025. Pursuant to the standards described in the [Integrated Accessibility Standards Regulation](#) (IASR), which took effect in 2011, the University must take steps to become accessible in five areas: customer service, information and communications, transportation, employment, and design of public spaces. These areas are governed by general requirements that relate to establishing accessibility policies, creating accessibility plans; procuring goods, services and facilities; providing training; and submitting reports on accessibility.

Status reports

According to section 4(1) of [Ontario Regulation 191/11: Integrated Accessibility Standards](#), under the AODA, the University of Ottawa must publish status reports on the measures taken to implement the strategy set out in its Multi-year Accessibility Plan.

About this report

Objectives

This document reports on the measures that the services committed to undertake in 2021–2022 and 2022–2023 under the [2019–2024 Multi-year Accessibility Plan](#).

The objectives of this statutorily mandated activity are:

- To follow up on the University of Ottawa's progress
- To identify barriers that must be eliminated in order to fulfil the commitments set out in the report
- To review the strategies outlined in the 2019–2024 Multi-year Accessibility Plan, as required.

Scope

This report addresses only the ongoing commitments that were set for 2022 and 2023 in the [2019–2024 Multi-year Accessibility Plan](#). It also discusses the commitments for 2020–2021 that, as explained in the 2020–2021 Status Report on Accessibility, were deferred owing to the pandemic. For more information about the Human Rights Office's commitments under other legislation, see the [accessibility plans and reports](#).

Roles and responsibilities

The Human Rights Office, working with the faculties and services, is responsible for compiling and assessing the status reports submitted by the units under *Policy 119 – Accessibility* in order to develop, draft and publish University-wide reports.

To comply with Ontario's rules on accessibility for public universities, services designated under Policy 119 must submit annual compliance plans to the Human Rights Office, according to the conditions and deadlines set by it.

Designated services

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

Methodology

In June 2023, the Human Rights Office received status reports from the services designated under *Policy 119 – Accessibility*. The submissions needed to include a report on commitments made under the 2019–2024 Multi-year Accessibility Plan. The Human Rights Office relied on that information in drafting this report, which was submitted to the Administration Committee for information purposes prior to publication.

Other services consulted

The Teaching and Learning Support Service also provided information on the commitments made by Academic Accommodations in the 2019–2024 Multi-year Accessibility Plan.

Consultations with University community members living with disabilities

The 2022 and 2023 status report was presented to the uOaccessible Advisory Board and the Administration Committee. See Appendix 1: Report feedback from uOaccessible board members for more information.

The uOaccessible Advisory Board consists of two staff members and two students with disabilities, as well as a representative of the Centre for Students with Disabilities.

Report on 2022–2023 commitments

The Human Rights Office has a long-term working relationship with the services (designated or other) that committed to develop their administrative regulations, guidelines and practices in the 2019–2024 Multi-year Accessibility Plan. Further information about the progress achieved by each service is presented in the following sections.

Overview

Enhanced accessibility and web content

Information and communications

Delays in commitments regarding website accessibility and web content were mostly made good this year, and accessibility of the new Drupal 9 platform improved by nearly 30%.

To monitor

The commitments "Review and present a more precise, detailed governance model for campus stakeholders" (2019–2020) and "see to its approval" (2020–2021) are a priority.

Commitments: Information and Communications
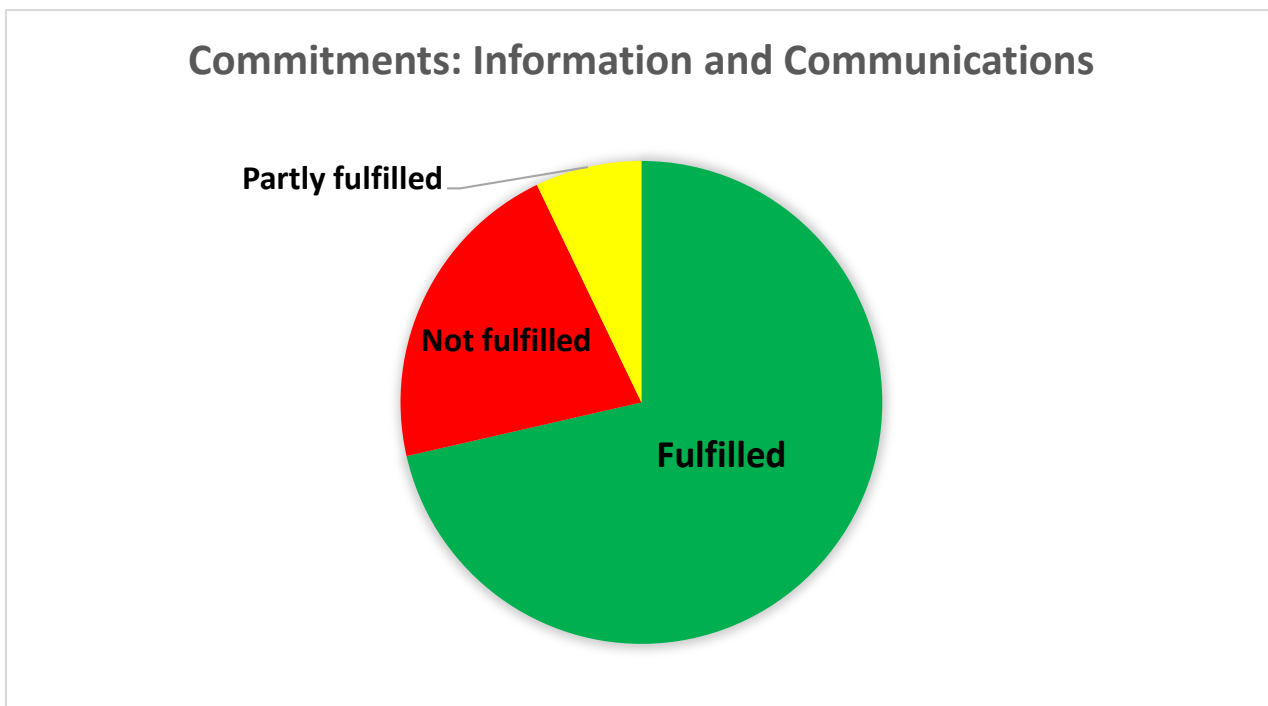
Catch-up required for several commitments

Training

Mandatory training on the integrated accessibility standards is still ongoing and cannot therefore be incorporated into Workday to follow up as required by law. Educators are not receiving the mandatory training designed to raise their awareness of issues related to the delivery of accessible programs and courses.

The commitment "Provide training for new staff that integrates accessibility criteria and record the number of trained staff for status reports created in accordance with this plan" Procurement, 2019) was not fulfilled.

To monitor

The commitment "Develop guidelines on roles and responsibilities concerning mandatory training" (Human Resources, 2019) is a priority.

The Mandatory Training Committee last met on January 30, 2020. The Committee, a commitment by Human Resources, was tasked with, among things, ensuring the University's compliance with government requirements on mandatory training; overseeing other kinds of mandatory training; and taking steps to guarantee training quality.
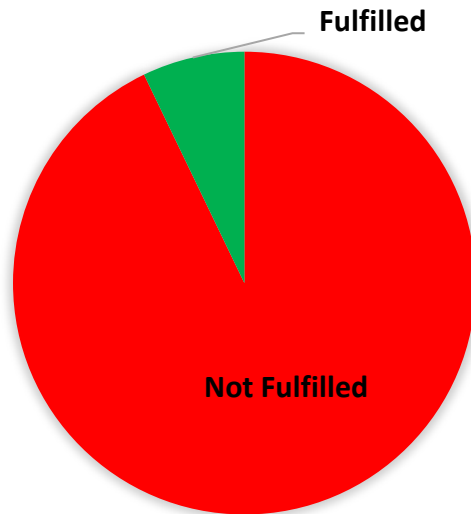
Public spaces

Most of the commitments set out in the Plan have yet to be fulfilled.

To monitor

The commitment "Establish a governance structure that clearly defines roles and responsibilities for the management and implementation of Facilities' multi-year accessibility plan" (2019–2020) is a priority.

Commitments: Public spaces

Fulfilled

Not Fulfilled

Retention of employees with disabilities

To monitor

The commitment "Develop guidelines for managers on taking into consideration the needs of employees with disabilities in performance evaluations, redeployment, and career development and advancement" (2020) is a priority.

Commitments: Retention of employees with disabilities

No commitments fulfilled.

Human Rights Office

Accessibility feedback process

Commitment (2021 to 2023)	Fulfilled
Inform the services responsible for applying the AODA about the Human Rights Office's online consultation service.	Yes
Develop an accessible online form to receive feedback and include it in the Accessibility Hub's accessibility resources.	Yes
Promote the feedback process through student mobilization initiatives managed in cooperation with or by the Human Rights Office alone.	Yes

Additional information

The Human Rights Office continues to provide members of the University community living with disabilities with a process for submitting feedback, comments and suggestions directly. The link is available in the Accessibility Hub, which includes various resources on this topic. The Human Rights Office wishes to remind members of the University community that comments may be sent anonymously via the uOStatisfACTION online form. This is designed to reduce the number of comments that do not align with our feedback mechanism.

To ensure protection of privacy and reduce information silos, the Human Rights Office has chosen to work with the services that already have large networks of persons with disabilities in order to provide notice of the planned consultations. From 2021 to 2023, the Human Rights Office continued to advise the Facilities Service which, under the AODA, has a duty to conduct consultations when creating or renovating quiet areas on campus and on-street parking spaces.

Monitoring and control

Commitment (ongoing)	Fulfilled
Meet with 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 compliance reports required by the Ontario government.	Partly
Advise the services and faculties, and intervene as required to ensure that goods and services offered by the University comply with Ontario legislation on accessibility.	Yes
Include a summary of feedback received and commitments made in the Human Rights Office's annual reports.	Yes

Additional information

The information below sheds light on the provision of advice to the services and faculties from 2021 to 2023.

Advisory services

Requests from services and faculties in 2021–2022

The Human Rights Office received 172 disability-related requests and complaints from May 2021 to April 2022. Of that number, 130 were from services and faculties seeking advice on the following accessibility standards:

General accessibility provisions (obtaining/procuring goods, services or facilities): 43 requests (33%)

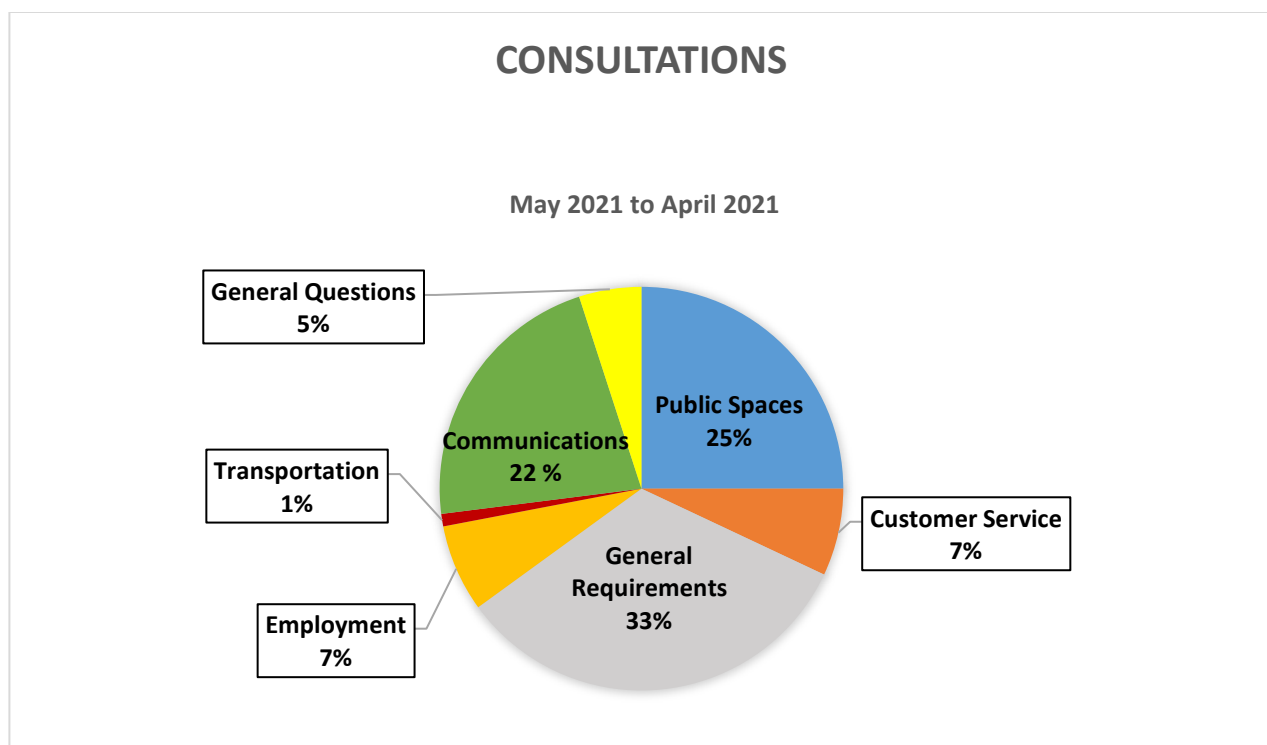Standards for the design of public spaces: 32 requests (25%)

Standards for information and communications: 29 requests (22%)

Standards for customer service: 9 requests (7%)

Standards for employment: 9 requests (7%)

General questions about Policy 119 – Accessibility: 7 requests (5%)

Standards for transportation: 1 request (1%)

Main topics of requests for advice

The 130 requests were mainly concerned with the following topics:

> Technology procurement: 36 (28%)
>
> Web and web content accessibility: 26 (20%)
>
> Construction and renovations: 12 (9%)
>
> Service interruptions: 8 (6%)
>
> Parking: 4 (3%)
>
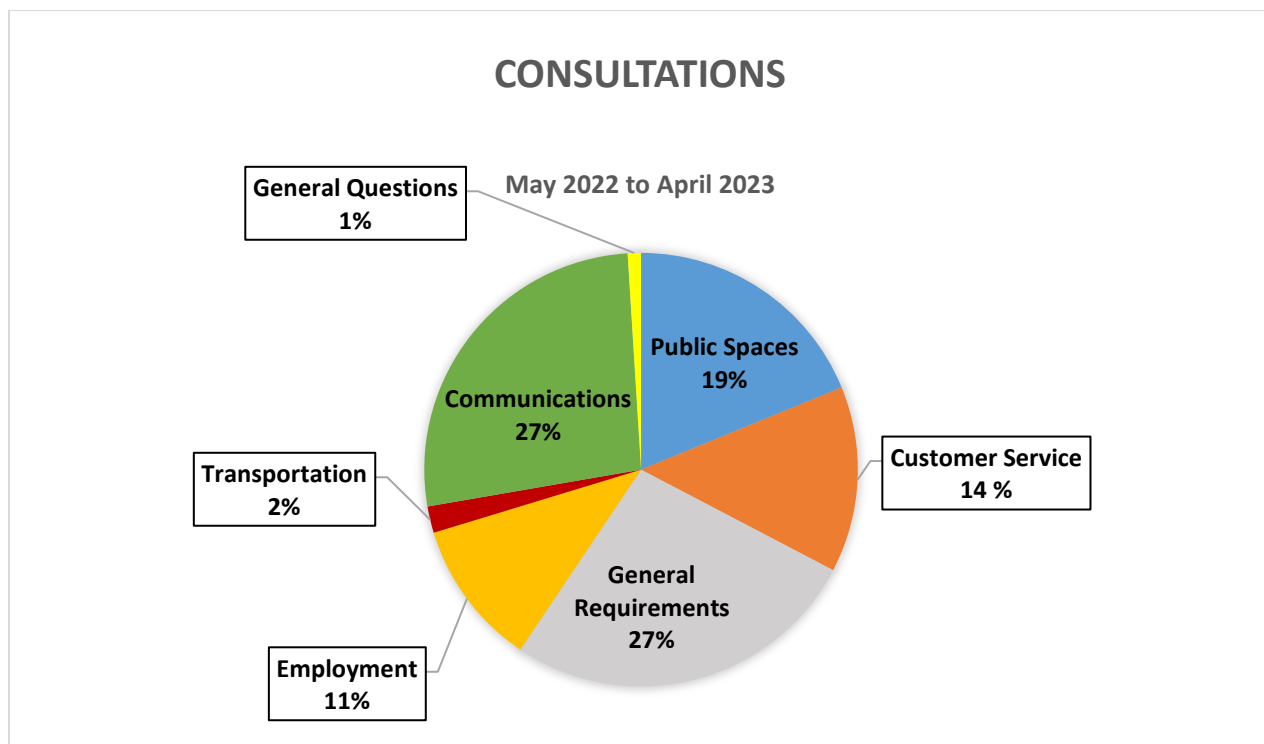> Service animals: 4 (3%)
>
> Wheelchair lifts: 1 (1%)

The other 42 requests mainly dealt with the duty to accommodate under the *Ontario Human Rights Code*. For more information about those requests, see the [Human Rights Office's annual reports](#).

Most of the requests (130) were submitted proactively to enhance accessibility.

Requests from services and faculties in 2022–2023

The Human Rights Office received 183 disability-related requests and complaints from May 2022 to April 2023. Of that number, 111 were from the services and faculties seeking advice on the following accessibility standards:

> General accessibility provisions (obtaining/procuring goods, services or facilities): 30 requests (27%)
>
> Standards for information and communications: 30 requests (27%)
>
> Standards for the design of public spaces: 21 requests (19%)
>
> Standards for customer service: 15 requests (14%)
>
> Standards for employment: 12 requests (11%)
>
> Standards for transportation: 2 requests (2%)
>
> General questions about Policy 119 – Accessibility: 1 request (1%)

CONSULTATIONS

May 2022 to April 2023

General Questions 1%
Public Spaces 19%
Communications 27%
Transportation 2%
Customer Service 14 %
General Requirements 27%
Employment 11%

Main topics of requests for advice

The 111 requests were mainly concerned with the following topics:

Technology procurement: 18 (32%)

Web and web content accessibility: 17 (15%)

Construction and renovations: 18 (16%)

Service interruptions: 4 (6%)

Parking: 4 (4%)

Service animals: 3 (3%)

The other 72 requests covered a variety of topics, including the duty to accommodate under the *Ontario Human Rights Code* and requests for representation and advocacy services. Given the Human Rights Office's neutrality, we do not provide representation or advocacy services, or information about services in that regard. For more information about those requests, see the Human Rights Office's annual reports.

Most of the requests (111) were submitted proactively to enhance accessibility.

Comparative Data

Category	2019-2020	2020-2021	2021-2022	2022-2023
Transportation	1%	1%	1%	2%
Employment	4%	4%	7%	11%
Customer Service	20%	8%	7%	14%
Communications	20%	36%	22%	27%
General Requirements	25%	31%	33%	27%
Public Spaces	30%	19%	25%	19%
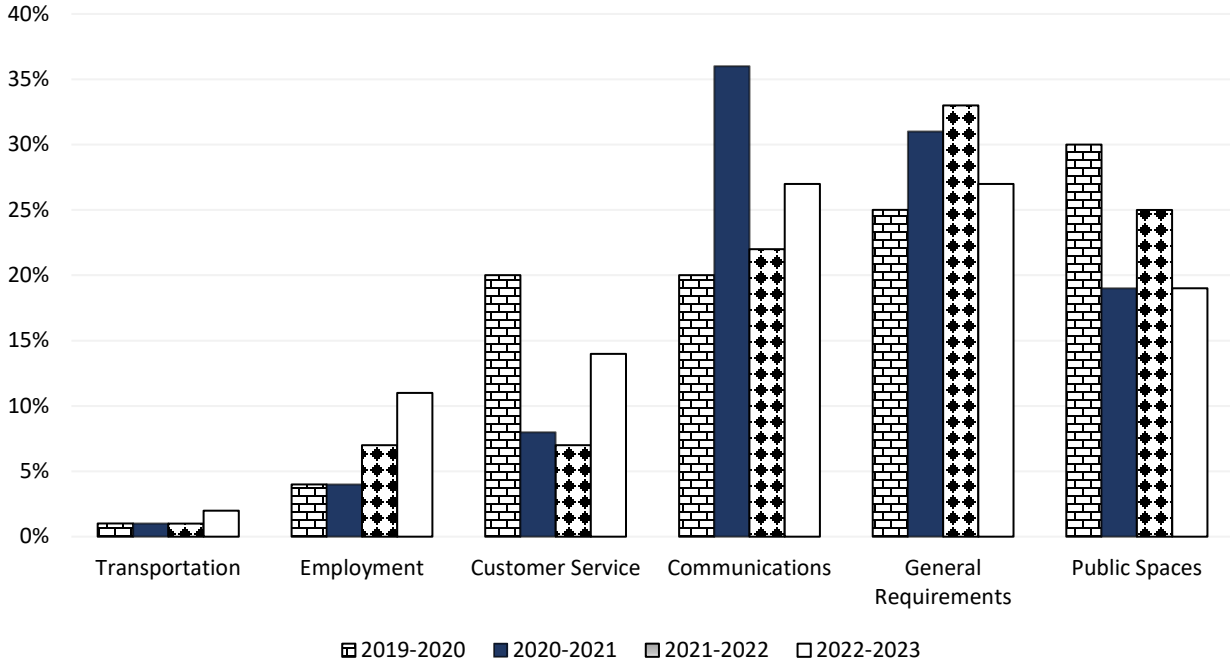
Internal committees

The Human Rights Office sits on the following internal committees:

- ✓ Web Community Advisory Group
- ✓ Administrative Services Modernization Program

External committees

The Human Rights Office sits on the following external committees:

- ✓ City of Ottawa Winter Maintenance Quality Standards Review Project Team (consultations completed in 2022)
- ✓ D2L Accessibility Advisory Board (until 2022)
- ✓ eCampus Ontario Virtual Learning Strategy (project completed in 2022)
- ✓ Canadian Accessibility Network
- ✓ Postsecondary Education Standards Development Committee (project completed in 2022)

The Human Rights Office advises the following entity: Architecture Review Board

Human Rights Office and other services

Development of policies on accessible customer service

Commitment (2019–2020 – deferred)	Fulfilled
Publish [guidelines concerning service animals on campus](#).	Yes

Commitment (2020–2021 – deferred)	Fulfilled
Publish guidelines on the use and management of products linked to environmental hypersensitivity and respiratory disorders.	Yes

Commitment (2021–2022)	Fulfilled
Publish guidelines on management of food allergies and anaphylaxis.	No
Ensure accessibility of officially recognized websites managed by the University, through an automated audit, notification and follow-up system.	Yes
New commitment for 2021–2022: Provide new mandatory interim training that covers customer service as well as the requirements of O. Reg. 191/11: Integrated Accessibility Standards and how they are a part of staff duties. We would also record when training was provided and the number of people who took part.	No

Additional information

The Human Rights Office procured a learning management system and is in the process of creating bilingual training content that will include the three training components on accessibility and disability as required by law. This new system will contain customized information to assist in implementing the legislation at the University of Ottawa. It will also enable the Human Rights Office to update training as needed.

The Human Rights Office, in cooperation with the Office of Risk Management, Human Resources and the Athletics and Recreation Service, drafted, published and shared the notice titled "Scent-free Zone." The notice includes information about products to be avoided, according to the Canadian Centre for Occupational Health and Safety. The Human Rights Office will continue to work with key stakeholders to fulfil the deferred commitment and to incorporate the new mandatory training into the University's information system.

Procurement

Procurement of accessible goods and services

Commitment (ongoing)	Fulfilled
Promote the procurement policy, along with associated policies, procedures and practices as they are amended.	Yes
Integrate accessibility elements when updating procurement practices.	Yes
Provide new employees with training that also covers accessibility criteria, and tally the number of employees who received training so the data can be included in the status reports to be produced in accordance with this plan.	No
Provide, with the assistance of specialists in each field covered by the AODA, advice and recommendations to support staff and professors regarding accessibility requirements and good procurement practices.	Yes

Communications

Website accessibility

Commitment (ongoing)	Fulfilled
Provide expert advice on web accessibility for large-scale University projects.	Yes
Ensure accessibility of officially recognized websites managed by the University, through an automated audit, notification and follow-up system.	Yes
Produce regular reports on web accessibility and notices of non-compliance for the University community.	Partly
Work with those responsible for non-compliant websites to help them meet WCAG 2.0 requirements.	Yes
Build an on-campus community of experts in web accessibility.	Yes
Ensure access to up-to-date online reference material and work tools.	Yes
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, Teaching and Learning Support Service).	Yes

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

Commitment (2020–2021 – deferred)	Answer
Create and implement the 2020–2024 Web Accessibility Operational Plan in cooperation with other University stakeholders.	Yes
Review and present a more precise, detailed governance model for campus stakeholders, and see to its approval.	No
Survey and group together campus tools, online resources, best practices, reference websites and accessibility-related expertise.	Yes
Build an on-campus community of experts in website and web content accessibility.	Yes
Training: Develop guidelines on legal responsibilities and creation of accessible content for social media, web- and mobile-based applications, video production, and creation of accessible PDFs and online forms.	Yes

Additional information

The Marketing and Brand Strategy team is working with Information Technology to report on Web accessibility and non-compliance notices regarding critical needs. It is also helping the University community to enhance content accessibility.

The 2020–2024 Web Accessibility Plan is now considered a "roadmap" and a set of commitments in time. It dovetails with the Web accessibility remedial plan that was prepared with other University stakeholders.

Human Resources

Accessibility workshops

Commitment (ongoing)	Fulfilled
Ensure that annual status reports on this plan include the number of people who have taken mandatory accessibility training.	Yes
Have a Human Rights Office member sit on the Mandatory Training Committee. Part of this committee's mandate is to ensure that the University complies with government requirements concerning mandatory training, to oversee other types of mandatory training and to implement measures for ensuring training quality.	No
Ensure that annual status reports on this plan include initiatives by Human Resources to promote mandatory training among University employees.	No

Commitment (2019–2020 – deferred)	Fulfilled
Develop guidelines on roles and responsibilities concerning mandatory training.	Partly
Let managers know about the dashboards that allow them to obtain reports on training completed or to be completed by their staff.	Yes
Clarify information regarding target audiences for mandatory training.	No

Commitment (2020–2021)	Fulfilled
Work with the Human Rights Office to provide training on universal design for learning to University educators.	No

The following table specifies the number of employees who took the AODA-required training.

	Training Total
Working together: The Ontario Human Rights Code and the AODA (English and French version)	5,977
Accessibility Standards for Customer Service (English and French version)	6,328

Additional information

The Mandatory Training Committee was disbanded in January 2020.

Human Resources stated that it is not responsible for making sure its initiatives to promote mandatory training to staff are included in the status reports.

The guidelines on roles and responsibilities concerning mandatory training were to have been finalized in 2019–2020. A draft was circulated, however.

Human Resources stated that managers received a report on training completed or to be completed by their employees, and that anyone who so requests may have access to the database.

Definitions of target audiences were provided to help meet the commitment to "Clarify information regarding target audiences for mandatory training" (2019–2020).

Workplace accommodations for employees with disabilities

Commitment (ongoing)	Fulfilled
Provide information to managers on accommodation measures as part of "Mental Health First Aid" and the Leadership and Management program workshop on workplace accommodations for managers.	Yes

Commitment (2020–2021 – deferred)	Fulfilled
Finalize the onboarding project, for which information on accessibility will be further developed.	Yes
Ensure that annual status reports on the Multi-year Accessibility Plan include the number of managers who receive advice, support and training from Human Resources concerning workplace accommodations for employees with disabilities.	Yes

Commitment (2022–2023)	Fulfilled
Include in a guide for non-unionized employees the process for developing customized, documented accommodation plans and support policies for employees with disabilities.	Yes

Additional information

Number of individuals who received advice in 2020–2021: 500

Number of individuals who received advice in 2021–2022: 718

Number of managers who received advice, support and training services from Human Resources concerning workplace accommodations for employees with disabilities in 2020–2022: 351

Training on accommodation requests in the workplace and return-to-campus support was provided.

Implement a new electronic system in November 2021 to manage accommodation files more effectively and to support employees when they return to work.

Retention of employees with disabilities

Commitment 2020–2021	Fulfilled
Develop guidelines for managers on how to consider the needs of employees with disabilities in performance appraisals, reassignments, and professional development/advancement opportunities.	No

Commitment (2022–2023)	Fulfilled
Include a section in Halogen on how the needs of employees with disabilities have been taken into consideration for performance appraisals, reassignments, and career development/advancement opportunities.	No

Additional information*

According to Human Resources, given that Halogen was decommissioned in 2021, the development of guidelines for managers on how to consider the needs of employees with disabilities for performance appraisals, reassignments and professional development/advancement opportunities has been deferred. An informal process is in place. Guidelines will be established when the Workday Talent Optimization module is implemented by April 2024.

The commitment to "Include a section in Halogen on how the needs of employees with disabilities have been taken into consideration for performance appraisals, reassignments, and career development/advancement opportunities" has been deferred. This commitment will be included in the Workday Talent Optimization module by April 2024.

Teaching and Learning Support Service (TLSS)

Training for educators

Commitment (ongoing)	Fulfilled
Work with the Human Rights Office to ensure that the number of professors who have taken TLSS training on accessible learning is included in future annual status reports.	Yes
Ensure that initiatives by the Teaching and Learning Support Service to promote training on accessibility issues to members of the APUO and the APTPUO are included in annual status reports of this plan.	No
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.	Yes

Additional information

The requirement for training for educators under the AODA reads as follows:

Training given to educators

16. (1) In addition to the requirements under section 7, obligated organizations that are school boards or educational or training institutions shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction. O. Reg. 191/11, para. 16.(1).

Obligated organizations that are school boards or educational or training institutions shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. O. Reg. 191/11, para. 16.(2).

The training topics provided by the TLSS were amended. The new topics do not include modules on awareness of accessibility issues in terms of delivery of accessible programs and courses (as required by the AODA). Consequently, the Human Rights Office cannot include such data in this report.

Office of Emergency Management

Information about emergency measures/plans and public safety

Commitment (ongoing)	Fulfilled
Audit of the *Are you ready?* website, which explains, among other things, how members of the University community can request a personalized emergency plan.	Yes

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.	Yes

Commitment (2020–2021 – deferred)	Fulfilled
Include accessibility-related elements in emergency drills on campus, to properly prepare Protection Services members and ensure that members of the University community with disabilities are informed. No drills have taken place this year, given the priority placed on public health.	No

Additional information

COVID-19: Numerous actions were taken once again to ensure that health measures on campus were not implemented to the detriment of persons with disabilities who had to be present on campus.

Protection Services

Ensure that facilities remain accessible

Commitment (ongoing)	Fulfilled
During patrols, ensure that building entrances and emergency exits are accessible, safe and clear.	Yes
Work with Facilities when problems related to accessibility are reported in public spaces (e.g., elevators, road and sidewalk conditions, snow removal).	Yes

PARKING AND SUSTAINABLE TRANSPORTATION OFFICE

Accessible parking spaces

Commitment (ongoing)	Fulfilled
Provide accessible parking spaces in excess of the minimum ratio needed, where practicable.	Yes
Minimize the impact of renovations or construction projects on accessible parking spaces.	Yes

Commitment (2020–2021 – deferred)	Fulfilled
Clearly define roles and responsibilities for managing taxi vouchers provided by the Student Academic Success Service – Academic Accommodations.	No

Additional information

The shuttle service is wheelchair accessible.

Facilities

Outdoor spaces, parking spaces and service/waiting areas

Commitment (ongoing)	Fulfilled
Ensure that an accessible, interactive campus map is maintained once it has been developed.	Yes
Consult members of the University community with disabilities to decide on priority initiatives and to measure progress.	Yes

Commitments (2019 – deferred)	Fulfilled
Develop a mechanism to receive and respond to feedback.	No
Establish a governance structure that clearly defines roles and responsibilities for managing and implementing Facilities' multi-year accessibility plan.	No

Commitment (2021–2023)	Fulfilled
Update washrooms and outdoor spaces which are considered priorities based on the needs of the University community and the results of Quadrangle Architects accessibility study conducted between 2015 and 2018.	No
Improve classroom accessibility in Simard Hall and Hagen Hall.	No
Update service counters in all priority locations based on the needs of the University community and the results of Quadrangle Architects accessibility study conducted between 2015 and 2018.	No
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.	No
Develop an online map showing construction areas and accessible detours.	Yes
Develop a rapid response program for accommodation requests from University students and employees.	No
Use a University-developed guide that includes accessibility audit and control measures when planning and implementing campus projects.	No
Launch an interactive web application to make it easier to find accessible indoor and outdoor spaces on all three campuses.	No

Increase the number of accessible parking spaces and bus shelters near designated Para Transpo stops.	No
Update emergency systems to make them more accessible (visual alarms in washrooms, study spaces, laboratories and classrooms; emergency levers in washrooms).	No
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.	No
Improve accessibility of stairs and guard rails in all priority locations based on the needs of the University community and the results of the Quadrangle Architects accessibility study conducted between 2015 and 2018.	No
Build quiet spaces in busy facilities.	No

Additional information

Between 2015 and 2018, Quadrangle Architects analyzed priority requirements in terms of the accessibility of campus facilities. In 2019, Facilities compiled the findings of a public consultation in order to prepare an accessibility action plan. This multi-year plan sets out the main commitments that were made.

Between 2019 and 2021, Adaptability Canada drafted a five-year accessibility guide and action plan for 40 buildings on campus.

Library

Commitment (ongoing)	Fulfilled
Provide instructions for locating and requesting accessible-format publications on the Library's "Accessibility" page, along with information on technologies and services available to members of the University community with disabilities.	Yes
Provide refresher training to Library staff on accessibility standards for customer service and the production of accessible documents.	Yes

Commitment (2019 – deferred)	Fulfilled
Provide refresher training to Library staff on accessibility standards for customer service and the production of accessible documents.	Yes
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 accessible formats.	Yes

Commitment (2021–2024)	Fulfilled
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.	Yes
Extend mechanisms to check the accessibility of documents submitted to uO Research to other online publication services maintained by the Library.	No

Additional information

Resources explaining how to make documents accessible were added to the uO Research website, and training with a component on accessibility was given to students to clarify how they should submit their documents. The Library also included a notice on the website to explain that existing content may be requested in accessible formats simply by submitting a request to the Library's Accessibility Service.

In-person training on accessibility, inclusive language and ableism was provided to the Library Users Engagement Team throughout 2022.

Partners

The Human Rights Office would like to sincerely thank everyone who contributed to this report.

> Procurement: Michel Houle, Éric Fortin
>
> Human Resources: Angie Tinor, Marie Parish, Annie Ouellette and Manon Dugal
>
> External Relations: Robert Bourgeois, Nicolas Grégoire-Racicot, Nathalie Blanchard and Lolita Boudreault (Communications)
>
> Office of Emergency Management: Carolina de Moura, Dana Fleming
>
> Protection Services: Carolina de Moura, Hi Nguyen
>
> Resources: Geoffrey Frigon, George Zigoumis and Jodi Courchaine (Facilities)
>
> Library: Cecilia Tellis and Megan McMeekin
>
> Teaching and Learning Support Service: Alain Erdmer and Nancy Vézina

The Human Rights Office would also like to thank the members of the University community who, by taking the time to talk about their experiences and offer their recommendations, have helped the University in its quest to become more accessible.

Appendix 1:
Feedback on the report from uOaccessible board members

The uOaccessible board reviewed the sections for each service and highlighted the following items:

They note the low rate of fulfilment of Facilities commitments. They would also like to see more concrete language applied to the commitments. For example, commitments such as **"**Build quiet spaces in busy facilities" are quite vague and don't identify specific areas. The board notes that it is difficult to follow up and ensure commitments are met if the language is not specific. Another example is "Improve classroom accessibility in Simard Hall and Hagen Hall." Having more specific examples of improvements would be helpful.

The board notes that the Office of Emergency Management has indicated that items were put on hold due to health measures in place on campus during the COVID-19 pandemic. As more than three years have passed since the start of the pandemic, the board feels that these issues should be addressed, including resuming accessibility-related components of emergency drills.

The board also notes the low level of commitments made concerning the Parking and Sustainable Transportation division. While the division has indicated that it provides more accessible parking spaces than required, many of these spaces are in lots only available with a parking permit, reducing the availability of accessible spaces for many staff, students and visitors.

The board would like to highlight for a second year that mandatory training on the AODA Integrated Accessibility Standards has still not been completed. This AODA requirement to train staff on the IASR has been in place since 2014.

As for workplace accommodations for employees with disabilities, the board notes that there was a deferral to develop guidelines for managers on considering the needs of employees with disabilities in performance appraisals, reassignments and professional development/advancement opportunities. The board notes that these guidelines could still be developed outside of the Workday system.

The board also notes that there are potential accessibility concerns regarding the Workday system and questions whether it meets WCAG guidelines, as well as who oversaw the accessibility testing for this system.

Other general comments concern the desire to see specific positions indicated as responsible for overseeing and ensuring commitments in each department are met and that follow up is done when commitments are deferred.