uOttawa

Accessibility for Ontarians with Disabilities Act, 2005

A Multi-Year Accessibility Plan

2013-2016

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Student Academic Success Service
Phone: 613-562-8000, Extension 4325
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1. Introduction

In 2005, the Ontario Government passed the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA 2005) to make Ontario accessible by 2025.

In order to assist public, private and non-profit organizations to identify, prevent and remove barriers, AODA 2005, has defined standards in the following key areas:

- General provisions
- Customer service
- Information and communications
- Employment
- Transportation
- Built environment

The *Accessibility Standards for Customer Service* were the first to be passed in 2008 under Ontario *Regulation 429/07*. The general provisions and accessibility standards for information and communications, employment and transportation became law in 2010 under Ontario *Regulation 191/11-Integrated Accessibility Standards*, and will be gradually implemented. In addition, standards for the design of public spaces (*Accessibility Standards for the Built Environment*) were adopted and incorporated into Ontario *Regulation 191/11* in December 2012.

This led to the creation of the University of Ottawa's three-year Accessibility Plan. The ultimate goal of the plan is to bring the University into compliance with the standards for each of the areas above within the required timeframe. Beyond our legal obligations, the plan aims to clearly demonstrate our commitment to providing a truly accessible setting for studying, working and living. Therefore, this document outlines our main accomplishments related to accessibility over the past several years and presents the University's plan of initiatives to be launched over the next three years.

We want to work towards fostering a culture of inclusion and diversity here at the University, a value that is put forth in our strategic plan. We believe that the initiatives proposed in this plan will help us make considerable progress in the area of accessibility.

2. About the University of Ottawa

The University of Ottawa is one of Canada's leading research-intensive universities. In recent years, our growth and development have been nothing short of remarkable. We have made choices and commitments that will allow us to consolidate our progress and maintain our momentum. We have adopted a strategic plan, *Destination 20/20,* to guide our continued rise in the period to 2020.

Our vision

The University of Ottawa will offer an unparalleled university experience and, through outstanding teaching and research, play a vital role in defining the world of tomorrow. We will instil in each of our graduates a culture of service and engagement as well as an awareness of shared responsibility that will prepare them for global citizenship.

Our mission

We are unique because of our location in the heart of the nation's capital, our bilingualism, our commitment to promoting French culture in Ontario and our research excellence. As a research-intensive university, we provide our students with an outstanding education and enrich the intellectual, economic and cultural life of Canada, helping our country play an important and valued role among the nations of the world.

The core values that define and inspire us

- *We put students at the centre of our educational mission.* All our efforts are dedicated to ensuring that our students expand their knowledge, discover their creativity and develop their capacity for critical thought. Our objective is to prepare well-rounded individuals and committed citizens able to contribute to society and become leaders.

- *We foster the individual and collective development of our staff.* We encourage and enable the personal growth and well-being of our employees. We aim to create an environment in which they will find fulfillment and mutual respect, one that is collegial, collaborative and open.

- *We exist to create and share knowledge.* We seek excellence in both learning and discovery. This is how our reputation has been built and how it will be maintained and enhanced.

- *We have the responsibility of promoting bilingualism and francophone communities.* We play a pivotal role in advancing bilingualism, while offering outstanding programs and services specifically designed for francophones. We provide leadership on language issues and for francophone communities in Ontario, across Canada and around the world.

- *We value and teach an ethic of service and civic responsibility.* We help forge a stronger society by combining scholarship and social purpose. We value service to others and foster community partnerships in learning and discovery. We are committed to academic freedom, equality, cultural diversity, integrity, respect for others and sustainable development.

3. The University of Ottawa's commitment to accessibility

The University of Ottawa is committed to maintaining the dignity and independence of all members of its support and teaching staff, its students and all visitors to the campus. The University seeks to ensure that the university campus is inclusive and that each person enjoys free and unhindered access to the University's programs, goods, services, facilities, residences, communications, events and employment opportunities.

4. Responsibilities and delegation of powers

The Vice-President Academic and Provost is responsible for compliance with the accessibility standards. His office oversees the development of the University of Ottawa's Accessibility Plan and delegates authority and responsibilities to the individuals holding the roles below and the following units to ensure the Accessibility Plan is implemented.

- Accessibility committee
- Accessibility Network
- Communications Directorate
- Deans and department chairs
- Human Resources Service
- Managers and service directors
- Parking and Sustainable Transportation
- Procurement Services
- Protection Services
- Senior policy officer, accessibility

Anyone acting on behalf of the University, however, is responsible for being aware of and meeting the accessibility standards, for working together to meet these standards and for creating a working, teaching and learning environment that is inclusive.

5. 2013-2016 Accessibility Plan

The University's multi-year plan was developed in collaboration with different sectors of the University (see Appendix 2 for the complete list). The process also involved consultations with students and members of the University community at large. This plan describes the actions taken by the University of Ottawa to make its environment accessible so each member of the University community can enjoy free and unhindered access to all activities offered on campus.

We have divided the plan into six sections, in line with the areas addressed by the Act. These areas are: general provisions, customer service, information and communications, employment, transportation and built environment. In each section, we define the standard and we outline not only each of our recent accomplishments that we will continue to maintain and improve but also our proposed initiatives during the course of 2013 to 2016. These accomplishments and initiatives will help us make our campus accessible and meet the requirements of AODA 2005. Section 6 of this plan presents a summary table of the various initiatives outlined in this 2013-2016 multi-year plan.

5.1 General provisions

The general provisions are laid out in *Ontario Regulation 191/11* under the *Integrated Accessibility Standards*. These standards set requirements for developing our Accessibility Plan as well as our accessibility policies and dictate procurement practices.

5.1.1 Recent accomplishments

- **2013-2016 Multi-Year Accessibility Plan**
  In accordance with section 4 of Ontario *Regulation 191/11*, the University of Ottawa developed this multi-year accessibility plan, being implemented in 2013. The Act requires that this plan lay out the University's strategies for preventing and removing any barriers and for meeting its obligations under this regulation. This plan will be available on the University's website in the very near future.

- **Accessibility Policy**
  In accordance with section 3 of Ontario *Regulation 191/11*, the University developed its accessibility policy, which confirms its commitment to putting initiatives into place that will identify, remove and prevent barriers that prevent persons with disabilities from fully participating in University of Ottawa activities and events. The University expects to have this policy in place   in 2013.

- **Procurement policy and procedure**
  In accordance with sections 5 and 6 of Ontario *Regulation 191/11*, the University of Ottawa has made changes to Policy 36: *Supply of Goods and Services*, in order to incorporate reference to the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA 2005). As of December 2011, section 17 of *Policy 36* reads:

  The University of Ottawa is committed to recognizing the dignity and independence of all employees, students, faculty and visitors, and it seeks to ensure that persons with disabilities have genuine, open and unhindered access to University goods, services, facilities, accommodations and employment. The University complies with all applicable federal, provincial and municipal legislation on accessibility and with the standards specified under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA 2005). Procurement must comply with these laws and ensure all conditions are met.

  Procurement Services has also reviewed Procedure 4-3: *Procurement Standards and Procedures*, and made the necessary changes to the procedure in order to incorporate the accessibility criteria and options. A procurement checklist was created for purchasing accessible goods and services listed in the standards and procedures; accessibility criteria have been added to the approval of external suppliers.

5.1.2 <u>2013-2016 Action Plan</u>

- **Administrative procedures –** *Accessibility Policy*
  The administrative procedures to accompany the Accessibility Policy will be developed during the course of 2013. They will describe the procedures to be followed to ensure the Accessibility Policy is successfully implemented.

  Communicating details of the *Accessibility Policy* and administrative procedures
  During the course of 2013, the University of Ottawa will develop mechanisms to communicate the details of the Accessibility Policy and related administrative procedures. Since the policy and administrative procedures are new, they must be widely promoted to all University staff during the first year. We must ensure that in the subsequent years, they are easily and readily accessible to staff and that they are systematically covered with all new employees.

- ***Procurement Policy* and administrative procedures**
  Throughout 2013-2014, Procurement Services will develop training workshops aimed at individuals involved in purchasing goods and services and acquiring facilities so that accessibility criteria are met. These workshops will also be provided for newly hired employees responsible for purchasing goods and services.

5.2 Customer service

The *Accessibility Standards for Customer Service* outlines the obligation to establish guidelines on providing services to persons with disabilities, to provide accessibility training for all its employees and to establish a process for accessible feedback.

5.2.1 <u>Recent accomplishments</u>

- **Guidelines on accessible goods and services**
  In accordance with section 3 of Ontario *Regulation 429/07*, the University of Ottawa has developed and implemented guidelines on accessible goods and services. The guidelines outline the University's commitment to providing goods and services in a manner that maintains the dignity and independence of persons with disabilities, to implementing policies on the use of assistive devices and service animals or support persons, to providing training on accessible customer service, to providing notices of service interruption and to maintaining a feedback process. The [guidelines on accessible goods and services](#) are available online.

- **Accessibility committee**
  The Committee was established to oversee the planning and implementation of initiatives that will allow the University to fulfill its commitment to eliminating and preventing barriers.

This will allow all students on campus to fully participate in university life and result in a better student experience. The Committee members include:

- A representative from Strategic Enrolment Management (SEM)
- A representative from Teaching and Learning Support Service (TLSS)
- The associate vice-president, academic (co-chair)
- The associate vice-president, student services (co-chair)
- Two vice, assistant or associate deans, academic — one from the sciences and one from the social sciences and humanities
- Two full-time students – one graduate and one undergraduate student

- **Policy and guidelines on accommodations for students with disabilities**
  The Accessibility Committee developed a policy and guidelines on providing accommodations for students with disabilities. The policy lays out the basic principles, the roles and the responsibilities of all parties and outlines the process involved in requesting an accommodation. Guidelines will also be developed with specific details of the administrative procedures involved in providing accommodations. The policy and guidelines will be submitted for approval in the winter of 2013. Implementation of the policy and guidelines is planned for the 2013-2014 academic year, and campaigns to promote them and raise awareness on campus will continue in subsequent years.

- **Training on accessible customer service**
  In accordance with section 6 of Ontario *Regulation 429/07*, the University of Ottawa has been providing on an ongoing basis since the winter of 2010 online training for all employees on accessibility standards for customer service entitled *Service excellence includes accessibility!* The training material was developed by the Council of Ontario Universities (COU) in order to meet the obligations of AODA 2005. This mandatory training for University of Ottawa employees is divided into three modules: Module 1, *Understanding the AODA and the* Accessibility Standards for Customer Service, Module 2 – *Communicating with Customers with Disabilities* and Module 3 – *Serving Customers with Disabilities*. Individual or group training sessions are available by request to the senior policy officer for accessibility.

- **Comments and suggestions on accessibility at the University Ottawa**
  The University of Ottawa has implemented a process for individuals to share their comments, suggestions and complaints related to accessibility. They can provide their feedback through the [Accessibility webpage under Comments and suggestions on accessibility](#) or by email, phone or mail. The senior policy officer for accessibility is responsible for managing this feedback mechanism.

- **Support network : Accessibility Network**
  Based on the Network of Academic Advisors model, the University of Ottawa implemented in early 2013 a new network that trains "champions" from the academic sector on

accessibility issues (faculties, schools, departments, programs and student services). These champions work closely with the senior policy officer for accessibility and Access Service to ensure that the accessibility standards are being met and we are offering a quality student experience for those living with a disability.

- **Human Rights Office**
  The University of Ottawa created a Human Rights Office which brings together accessibility, equity as well as harassment and discrimination. The model of choice was a centralized service that brings together these sectors in one location on the main campus in order to facilitate access. Additional staff was required to successfully integrate the three sectors. In particular, a manager was hired to provide the necessary leadership and oversee all activities. An administrative staff member also came on board to provide staff with administrative support as well as greet and direct individuals coming to the office.

5.2.2 2013-2016 Action Plan

- **Service and relationship management**
  The Student Academic Success Service developed Ventus, a bilingual Web application for managing services and relationships to optimize the workflow for persons working with individuals with special needs in an educational setting. Using this tool, learning specialists can track the needs of their students and assign accommodations to them, issue letters and distribute bursaries to the students as well as generate helpful statistics. In addition, students can use their own accounts to request services and track their progress. This tool will make communication easier and faster and eliminate duplication. In fact, Ventus will allow users to communicate in real time. Reception staff can use it to gage wait times, announce the arrival of students and remind staff of appointments through a chat feature. An innovative new tool, Ventus, will be operational in the spring of 2013 and has already caught the attention of a number of other Canadian universities, who have inquired about obtaining a licence for the application.

- **Office for equity and accessibility**
  The University of Ottawa is looking at the possibility of creating an office for equity and accessibility, which would bring together accessibility, equity as well as harassment and discrimination. The model of choice is a centralized service that would bring together these sectors, preferably in one location on the main campus in order to facilitate access. Additional staff will be required to successfully integrate the three sectors. In particular, a manager will be hired, who would provide the necessary leadership and oversee all activities. An administrative staff member would come on board to provide staff with administrative support as well as greet and direct individuals coming to the office. Finally, a communications officer will be needed in order to handle promotional and communication functions, which are critical in each of the three sectors.

- **Committee for work placements involving students with disabilities**
  This ad hoc committee was formed to review current practices related to work placements for students with disabilities. The committee will review current practices and best practices in other postsecondary institutions. Based on the results of this review, the committee will develop guidelines for student work placements involving students with disabilities. We expect the guidelines to be implemented in 2014.

- **Committee for accessible events**
  This ad hoc committee will be formed to look at current accessibility practices related to planning and organizing accessible events. The committee will develop guideline recommendations that will ensure accessibility of all events organized by the University. It will also assess the costs associated with providing such services. Communication of these best practices for creating accessible events will begin in 2014.

5.3 Information and communications

Information and communications standards require the University of Ottawa to make all information available to members of the University community with disabilities in an accessible format. In particular, content on the University's website, messages sent on behalf of the University, printed and electronic documents, teaching materials used in the classroom as well as library resources will have to be available in accessible format.

5.3.1 Recent accomplishments

- **Accessible corporate website and Web content**
  The University of Ottawa is committed to making its website accessible. In order to do so and to meet its obligations under section 14 of Ontario *Regulation 191/11*, the University has redesigned its website. Using the Drupal content management system, the University has designed the new uOttawa.ca website using a *responsive Web design* approach*,* which means the website is automatically resized to match the device being used, i.e., desktop computer, tablet, e-Reader or cell phone. Redesigning the site also involved creating page templates that met accessibility requirements. The launch of the new website will take place in the fall of 2013.

  The University also developed accessibility guidelines for its website in order to make the content available to the highest number of visitors possible. In 2012, Computing and Communications Services purchased *SiteImprove*, a tool to monitor the quality of Web content and ensure it meets Web content accessibility guidelines. Training on *SiteImprove* was held for the University's content owners and webmasters. Reference criteria were established for evaluating accessibility levels of our websites and content. Reports are also periodically sent to content owners and webmasters indicating problems with website quality or accessibility so they can be fixed.

The University has also implemented a process for visitors to share their feedback on the accessibility of our website. They can provide feedback by completing the questionnaire on the Web Accessibility site, under Report Web accessibility barriers.

- **Obtaining publications, resources and teaching material in accessible format**
  In accordance with sections 12 and 15 of Ontario *Regulation 191/11*, anyone requiring accessible documents must contact Transcription Services.

  > Access Service, Transcription Services
  > Student Academic Success Service
  > Telephone: 613-562-8000, Extension 4325
  > TTY: 613-562-5214
  > Email: trans@uOttawa.ca

- **Emergency and safety procedures**
  In accordance with section 13 of the Ontario *Regulation 191/11*, University of Ottawa Protection Services has developed emergency and safety procedures to follow in a given emergency situation (fire, bomb threat, earthquake, lockdown, etc.). These procedures are posted on a Web page that complies with Level A of the World Wide Web Consortium's *Web Content Accessibility Guidelines 2.0* (WCAG 2.0).

  Be prepared is a section of the Are you ready? site devoted to what to do in an emergency and contains the Government of Ontario publication *Emergency Preparedness Guide for People with Disabilities/Special Needs*. Protection Services recommends all persons with disabilities or special needs become familiar with the information on this site. They can also request a personalized safety and evacuation plan by emailing or calling Protection Services.

- **Library Network**
  The Library Network provides equal access to its services and resources to members of the University community with respect for all patrons and in a manner that maintains their dignity; it has implemented a number of initiatives that highlight the library's commitment to creating an accessible library and collection.

  Collections of accessible materials
  In accordance with section 18 of the Ontario *Regulation 191/11*, the Library Network has implemented the following initiatives for acquiring and providing accessible resources:

  o Purchase of electronic resources: In 2011-2012, 73% of the collections budget went to acquiring e-books, electronic journals, online databases and online audiovisual resources.

- Conversion of print resources to digital format: Since 2009, the Library has converted over 22,000 books to digital format. These works are available on *Internet Archive*, a digital library created by a non-profit organization in San Francisco. The Library has also created a repository, <u>uO Research</u>, that contains digital versions of approximately 10,000 University of Ottawa theses. The investment in this project represents about 1% of the annual collections budget.

- Article delivery by email: Individuals can request an electronic copy (PDF) of journal articles located at the Library Annex be emailed to them.

- Self-serve scanning: In 2010, the Library installed a high quality self-serve scanner (Book2Net) that patrons with a visual impairment can use free of charge. The Library also has six (6) Xerox WorkCentre 7556 printers that allow a patron to scan a document and send it to an email address or save it on a USB key.

Special services
- Web page: The Library created an accessibility page on its site that presents all its accessibility-related services and resources. This page provides information on adaptive technologies available at the libraries as well as directions on how to find alternate formats of documents.

- Services upon request: The Library provides a number of new on demand services :
  - Online reservations of study rooms and adaptive technologies
  - Extended loans for material on reserve
  - Assistance with retrieving material from the stacks
  - Assistance with scanners and copiers
  - Borrowing books from another campus library
  - Borrowing alternate format resources from another library or university

Inclusive spaces
- Improvements to library spaces: Since 2008, all library renovations have included design changes to make spaces accessible (Health Sciences Library, Morisset Library first-floor entrance security system, GSG Information Centre, Music Library).

Partners
- The Library works with Access Service in improving accessibility on campus. Here are some examples of projects the Library and Access Service are involved in:
  - The Library catalogues and archives resources transcribed by Access Service
  - Access Service provides ID cards for patrons eligible for adaptive technologies and services at the Library

- Access Service shares feedback from students on Library resources and services
- Access Service provides training on adaptive technologies to some Library staff members
- The Library provides Access Service staff with a tour of the Library services each year
- An Access Service staff member sits on the Library's accessibility committee

o The University of Ottawa Library Network is a member of Scholars Portal, a service offered by the Ontario Council of University Libraries. The portal is a database that provides access to electronic or scanned resources held at Ontario's 21 university libraries.

- **Teaching and Learning Support Service (TLSS)**
Teaching and Learning Support Service (TLSS) oversees the Multimedia Distribution Service (MDS), the Centre for e-Learning, the Centre for Mediated Teaching and Learning and the Centre for University Teaching. Each of these services has implemented a number of projects aimed at improving the accessibility of on campus and online courses. Below are some recent TLSS accomplishments.

o One of the objectives of MDS is to provide efficient multimedia technologies and technical support to the University community. MDS strives to make the design and layout of multimedia rooms more accessible. Over the last few years, MDS has been involved in numerous improvements:
- Configuring podium screens in classrooms to make them accessible
- Installing closed captioning devices for projectors in most classrooms
- Providing assistive devices to students with hearing loss
- Changing the design of classroom podiums to make them accessible (112 of 192 multimedia classrooms are now accessible)

o The Centre for e-Learning is working to provide accessible online course building software. The Centre has implemented a number of initiatives in order to achieve this goal:
- Instructional designers received training on the *Web Content Accessibility Guidelines 2.0* (WCAG 2.0) so that online educational resources are designed to meet accessibility requirements.
- Instructional designers provide guidance to professors developing online courses and ensure professors are aware of accessibility requirements.
- The Centre follows WCAG 2.0 when creating online courses and other HTML Web resources.
- One person from each team has been designated and must stay on top of requirements for Web accessibility and new technologies in order to ensure new teaching tools are accessible.

- The Centre consults with students with disabilities by asking them to test the newly created teaching tools to ensure they meet specific needs.

o The Centre for Mediated Teaching and Learning in collaboration with the Teaching and Learning Support Service recently purchased Blackboard Learn™, Release 9.1, a learning management system that has been awarded the American National Federation of the Blind's Nonvisual Accessibility Gold Certification. Blackboard Learn™, Release 9.1, has been chosen as the platform for the University's Virtual Campus, the one-stop sign-in portal that provides University of Ottawa community members with access to course websites and resources for online teaching and learning. The Centre will soon begin migrating our online courses to this new platform.

o The Centre for University Teaching has developed an instructional workshop on accessibility in the classroom. This workshop meets the requirements of section 16 of Ontario *Regulation 191/11*. Details on the workshop are provided in the section on training provided to professors and trainers.

- **A guide for professors: Minimizing the impact of learning obstacles**
The Student Academic Success Service has produced a guide that provides strategies and adaptive measures professors can use in order to create an inclusive academic environment. The guide also includes the University of Ottawa's *Policy on Accessibility*, developed in keeping with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA 2005), and the rights and responsibilities of all members of the University community under the Ontario *Human Rights Code.* All professors received a copy of this guide in September 2012. The guide is included on the Council of Ontario Universities website as a good resource to comply with section 16 of Ontario *Regulation 191/11.*

5.3.2 <u>2013-2016 Action Plan</u>

- **Feedback process**
In accordance with section 11 of Ontario *Regulation 191/11*, the University must ensure its processes for receiving and responding to feedback are accessible to persons with disabilities. In 2013, the University of Ottawa will develop a checklist to help in the creation of an accessible feedback process. Beginning in 2014, all faculties and services interested in receiving feedback will be encouraged to use this tool when creating a feedback process.

- **Course evaluation**
It is not possible with the current course evaluation process for students with perceptual disabilities to complete a course evaluation without assistance. In order to comply with section 11 of Ontario *Regulation 191/11* and to respect student independence, an accessible option for evaluating courses is being developed. It will allow students with a

visual impairment to complete the evaluation online. The process should be underway by the winter of 2013.

- **Training**

  In order to comply with numerous sections of the integrated standards, University of Ottawa employees must attend a number of training workshops. To meet these training requirements, the University's Centre for Organization Development and Learning (CODL) and the Centre for University Teaching (CUT) are responsible for identifying outside training available or developing our own in-house training. They are also responsible for determining the costs associated with providing this training. The following areas were targeted.

  - **General training**

    In accordance with section 7 of Ontario *Regulation 191/11*, the University of Ottawa will develop training on the integrated accessibility standards and on the Ontario *Human Rights Code*. As early as fall of 2013, the University made this training available through CODL..

  - **Accessible websites and Web content**

    As of January 1st 2014, in accordance with section 14 of Ontario *Regulation 191/11*, all new sites and new Web content must be Level A compliant to the Web Content Accessibility Guidelines (WCAG 2.0). This is a huge undertaking for our institution and for our Web people as well as our information services and communications groups. In order to meet our obligations, the University of Ottawa will provide training on these guidelines first to webmasters, communications officers and managers responsible for website content as well as creating and maintaining the various University Web pages. The training was provided in January 2013, and about 100 employees will receive this training over the winter and spring months of 2013. These individuals will become resource persons and eventually provide accessibility training to staff in their respective faculties and services.

  - **Training for professors and trainers**

    In accordance with section 16 of Ontario *Regulation 191/11*, the Centre for University Teaching will provide training workshops for educators starting in January 2013 designed to raise awareness of accessibility issues in teaching and in providing courses and programs. The training will focus on strategies and adaptive measures educators can use to create an inclusive learning environment and on creating accessible teaching material.

    The Centre for University Teaching, together with the Centre for e-Learning, will develop an online tool box focusing on the guiding principles of Web accessibility and developing accessible resources.

- o **Creating accessible documents**
  A number of sections of Ontario *Regulation 191/11*, specifically sections 11, 12, 13, 14, 15, 17 and 26, require information to be available in accessible formats. These sections of the regulation set out various deadlines in 2013, 2014 and 2015 that must be met. However, training on creating accessible Excel, PDF as well as MS Word and PowerPoint documents had been available to University employees since January 2103 and will continue to be provided.

- **Procurement procedures for library materials**
  In accordance with section 18 of Ontario *Regulation 191/11*, the procedures for purchasing library materials are being reviewed in order to incorporate accessibility requirements. Changes to the procedures are expected to be implemented for January 2015.

- **Online teaching and learning – Virtual Campus**
  Certain online courses and applications used at the University of Ottawa present obstacles for students with disabilities. As indicated above, in accordance with sections 14 and 15 of Ontario *Regulation 191/11*, the Teaching and Learning Support Service will begin migrating courses and online teaching and learning resources to the Blackboard Learn™, Release 9.1 platform.

- **Accessible faculty and service websites and Web content**
  In accordance with section 14 of Ontario *Regulation 191/11*, the Communications Directorate and Computing and Communications Services will develop a plan for migrating faculty and service Web sites to the University's new website platform.

- **Monitoring Web content**
  Computing and Communications Services (CCS) will continue to monitoring the quality and accessibility conformity of websites. CCS will continue to periodically send reports to content owners and webmasters indicating problems with website quality or accessibility so they can be fixed.

5.4 Employment

Standards for employment establish accessibility requirements related to recruitment, employee support services and workplace emergency measures, individual accommodation plans, performance reviews as well as career development.

Background

Positions at the University of Ottawa are categorized according to the nature of the tasks the incumbent performs or the faculty the position reports to. There is over 2900 professors and 2600 support staff at the University of Ottawa. With the exception of the management and

confidential categories, each job category is represented by an association or a union and, as a result, employment conditions are governed by collective agreements.

5.4.1 <u>Recent accomplishments</u>

- **Accommodations for employees**
  Accommodations are available staff members with a medical condition or disability as defined under the Ontario *Human Rights Code.* The University of Ottawa strives to eliminate barriers for these staff members. Accommodations include a change to the work, work methods or workplace to enable the person to satisfy the occupational requirements of the job and to achieve the outcomes or deliverables of the job.

- **Employment equity**
  In 2007, the University of Ottawa developed and approved a new employment equity plan that included recommendations to improve accessibility to employment for people with disabilities.

  The employment equity program touches on a number of areas at the University, the most important being personal and professional orientation, counselling and consultation on human rights legislation, implementation of special programs, raising awareness and training, data review and analysis as well as reports on the progress being made in equity.

  The program is also responsible for the implementation of special measures that foster accessibility, integration as well as employment and academic support for particular groups of individuals who have been historically disadvantaged.

5.4.2 <u>2013 Action Plan</u>

The Act states that institutions must comply with the requirements of all employment standards by no later than January 1, 2014. As a result, the following activities will be completed in 2013.

- **A review of human resources policies, regulations and practices**
  In accordance with sections 22 to 32 of Ontario *Regulation 191/11*, the policies and practices for recruiting, hiring, retaining, performance reviews and career development that are specific to each position category are currently being reviewed to ensure they comply with legislated employment standards.

  Human Resources (HR) will develop an action plan to better inform candidates and employees of adaptive measures available during the recruitment process. A notice to this effect will also be included in job postings. HR will also develop a tool box for managers that will contain best practices related to accessibility for recruiting, hiring and supporting

employees as well as for performance evaluations and career development. A campaign to raise awareness will follow, beginning in 2014.

- **Employment equity**
  The University of Ottawa's policy on employment equity will also be reviewed. Changes made to the policy will reflect the values laid out in Destination 20/20 as well as the founding principles of AODA 2005.

- **Accommodations for staff**
  HR will begin reviewing the guidelines for providing accommodations to University staff and so that the guidelines comply with sections 27, 28, 29 and 32 of Ontario *Regulation 191/11*.

5.5 Transportation

The University of Ottawa is not a public transportation provider. As a result, the University is not bound to comply with legislated requirements in the transportation standards, with the exception of section 76 of Ontario *Regulation 191/11*. Since the University already meets its legislated requirements, a transportation plan is not included in the 2013-2016 Action Plan.

The Parking and Sustainable Transportation manages a free shuttle service for students and employees of the University of Ottawa, Saint Paul University and Carleton University. The shuttle service is intended to encourage sustainable methods of transportation, reduce congestion on campus and ease commuting between the University of Ottawa's downtown campus, Saint Paul University, Roger-Guindon Hall and Carleton University. The shuttle is not accessible. However, the University provides accessible transportation through taxi companies in the National Capital Region. Students and employees requiring this service should contact the manager of sustainable transportation. Contact information is available on the [shuttle service] Web page.

5.6 Built environment

Standards for the design of public spaces (*Accessibility Standards for the Built Environment*) were the last standards to be incorporated, in November 2012, to Ontario *Regulation 191/11*. These new standards focus on accessibility requirements when building new public spaces on campus or making major changes to existing University of Ottawa public spaces, specifically outdoor public eating areas, walkways, sidewalks, ramps, stairways, pedestrian signals, parking and service counters. The University of Ottawa developed its 2013-2016 Action Plan to reflect these new standards and to improve accessibility to campus buildings.

5.6.1 <u>2013-2016 Action Plan</u>

- **Campus accessibility plan, architectural elements**
  We are currently conducting an accessibility inventory of the various buildings on campus. Once this is complete, the information will be available on our website. Persons with disabilities will be able to determine, among other things, the route they'll take, which entrances and washrooms they can use and where accessible parking spots are located.

- **Para Transpo stops**
  A map with Para Transpo stops will be developed. Fixtures such as a bench and covering will be installed at these stops, and a plan for maintaining the stops and shelters will be developed in order to keep the stops clear and the circulation flowing.

- **Accessibility Service**
  Physical Resources Service is committed to providing a front-line service to meet the needs of persons with reduced mobility. A service centre will be set up to handle accessibility issues such as snow removal and access to buildings. Team members who will handle these matters will receive specialized training to ensure they are aware of the specific needs of this group of individuals.

- **New accessibility Web page**
  Physical Resources Service plans to create a Web page on accessibility of the built environment. The *Accessibility Standards for the Built Environment* will be posted on this page along with information on accessibility-related projects and interruptions notices with details on any projects that may result in a building being inaccessible.

- **Review of standards for the design of public spaces**
  Physical Resources Service will review the standards for the design of public spaces and identify initiatives to bring them into compliance within the required time frame.

- **Updating current installations**
  We are currently preparing an inventory of buildings with barriers to accessibility. Once this inventory is completed, it will serve as the starting point for developing corrective measures necessary to remove physical barriers on our campus.

6. Summary table of Accessibility Plan

Goals	2010-2012 Initiatives	2013 Initiatives	2014-2016 Initiatives
General provisions The University develops and implements policies and procedures that will incorporate the basic principles of accessibility — dignity, independence, integration and equity.	Develop 2013-2016 Multi-Year Plan. Develop accessibility policy. Review and update procurement policy, procedures and practices.	Develop administrative procedures for the accessibility policy. Campaign to promote and raise awareness of the accessibility policy and administrative procedures. Training on purchasing accessible goods and services for employees responsible for purchasing.	Mechanism for new employees to raise awareness of uOttawa's *Accessibility Policy* and associated administrative procedures. Training sessions on accessible procurement for new employees responsible for purchasing goods and services.
Customer service The University of Ottawa provides goods and services to all members of the university community in a manner that maintains each person's dignity and independence.	Develop and implement *Guidelines on accessible goods and services.* Creation of the accessibility committee. Develop a policy and guidelines on accommodations measures for students with disabilities. Training: *Service excellence includes accessibility!* Feedback process on accessibility at University of Ottawa.	Approve and implement policy and guidelines on accommodations measures for students with disabilities. Create and put Accessibility Network into place. Implement *Ventus,* a Web application for managing relationships and services offered to students with disabilities. Evaluate the possibility of creating an office for equity and accessibility. Develop guidelines for work placements involving students with disabilities.	Campaign to promote and raise awareness of policy and guidelines on accommodations measures for students with disabilities. Implement guidelines for work placements involving students with disabilities. Communicate best practices for creating accessible events. Training: *Service excellence includes accessibility!*

Goals	2010-2012 Initiatives	2013 Initiatives	2014-2016 Initiatives
		Create an ad hoc committee on planning accessible events. Training: *Service excellence includes accessibility!*	
Information and communications Make all information and communications on the University's website and distributed in classrooms available in accessible alternative formats in order to maintain the dignity, independence and integration of all persons.	Redesign University of Ottawa website and implement a process for evaluating whether the University's website is WCAG 2.0 compliant. Establish a process for feedback on the accessibility of the University's website. Creation of a process for obtaining University of Ottawa publications in accessible formats. Make emergency and safety procedures in accessible formats and provide personalized safety plans. Implement a number and variety of initiatives for obtaining accessible library resources. Implement a number and variety of initiatives for improving the accessibility of multimedia rooms and	Develop a checklist to help create an accessible feedback process of our activities. Creation of an accessible process for evaluating courses. Train all our webmasters and communications officers on the *Web Content Accessibility Guidelines 2.0* (WCAG 2.0). Provide professors with training on creating inclusive learning environments. Provide training on creating accessible MS Word, PowerPoint and PDF documents to University employees. Review procurement procedures for purchasing library materials. Migrate courses and learning resources to the Blackboard Learn™,	Distribution of the checklist for creating an accessible feedback process. Implement the accessible option for evaluating courses. Provide training on creating accessible PDF. MS Word, and PowerPoint and PDF documents to all employees. Provide all employees with training on the integrated standards and the Ontario *Human Rights Code*. Implement the accessible feedback process to all services and faculties. Implement procedures for purchasing library materials.

Goals	2010-2012 Initiatives	2013 Initiatives	2014-2016 Initiatives
	access to technology for students with hearing disability. Provide training to instructional designers on *Web Content Accessibility Guidelines 2.0* (WCAG 2.0). Purchase of Blackboard Learn™, Release 9.1., an accessible platform for online courses. Develop a training program on creating inclusive learning environments. Creation and distribution of the Guide for professors: Minimizing the impact of learning obstacles.	Release 9.1., platform. Develop a plan for migrating faculty and service websites to the new corporate platform. Monitor quality and accessibility compliance of Web contents.	Monitor quality and accessibility compliance of Web content.
Employment Incorporate principles of dignity, independence, integration and equity for all candidates and employees into processes for recruiting, hiring, retaining employees, conducting performance reviews and professional development activities.	Create and implement guidelines on providing accommodations measures to University staff. Develop and implement an employment equity plan.	Fine tune HR policies, procedures and guidelines to bring them into compliance with AODA 2005. Review employment equity plan to incorporate principles and values laid out in *Destination 20/20* and requirements under AODA 2005. Evaluate and review guidelines on providing accommodation	Implement changes to HR procedures and guidelines. Launch awareness campaign and training for managers on accessibility best practices related to hiring and meeting with candidates.

Goals	2010-2012 Initiatives	2013 Initiatives	2014-2016 Initiatives
		measures to employees.	
Transport The University provides an accessible shuttle service between campuses.	Develop and provide accessible shuttle service between campuses.	Provide accessible shuttle service between campuses.	Provide accessible shuttle service between campuses.
Built environment Make removing obstacles to accessibility in existing buildings a priority and ensure that any new construction provides accessible access.	Create inventory of buildings with barriers to accessibility and develop corrective measures.	Create a campus accessibility plan related to architectural elements on campus. Make physical improvements to Para Transpo stops. Create accessibility service centre at Physical Resources Service. Develop a Web page on accessibility of the University's buildings. Continue preparing inventory of buildings with barriers to accessibility and develop corrective measures. Review standards for the design of public spaces (*Accessibility Standards for the Built Environment*).	Distribute the campus accessibility plan (architectural elements). Make physical improvements to Para Transpo stops. Implement accessibility service centre at Physical Resources Service. Implement the Web page on accessibility of the University's buildings. Continue preparing inventory of buildings with barriers to accessibility and develop corrective measures. Review, update and implement our policies and procedures for the built environment in keeping with standards for the design of public

Goals	2010-2012 Initiatives	2013 Initiatives	2014-2016 Initiatives
			spaces.

7. Conclusion

The University of Ottawa has made considerable progress over the last few years in eliminating barriers on campus to make it a more accessible space for all members of the University community. All the accomplishments described in this document have been possible through the efforts and teamwork of numerous dedicated and committed individuals in our different services and faculties. We would like to acknowledge their work and thank them for their contributions. These accomplishments will act as a stepping stone for implementing the various initiatives planned for the next three years. The University will continue to work on identifying and eliminating barriers that remain so we can create a truly inclusive environment for studying, working and living.

Appendix 1

Definitions

Definitions

1. **Accessibility:** giving people of all abilities opportunities to participate fully in everyday life. (*Accessibilité*)

2. **Accessible format:** A presentation of information that uses large print, recorded audio and electronic format, braille or other formats usable by persons with disabilities. (*Format accessible*)

3. **Barrier:** Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice. (*Obstacle*)

4. **Disability:** Disability: As defined in the Ontario Human Rights Code, a condition involving a physical disability, a developmental disability or a learning disability. A disability can be visible or invisible and includes:
   a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, and physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
   b. a condition of mental impairment or a developmental disability;
   c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
   d. a mental disorder; and
   e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997. (*Handicap*)

5. **Goods and services:** Anything the University of Ottawa produces or acquires from suppliers and all activities and interactions that result in an exchange of information, documents or products for the benefit of the University community or the general public, including academic programs and services. (*Biens et services*)

6. **Information and communications:** Data, facts, information and knowledge transferred in a variety of forms as well as interactions between members of the University community or with the general public in order to provide, send or receive information. Information and communications can be promotional, informative, administrative or pedagogical in nature and in text, audio, digital or graphic format distributed in a printed, Internet, audiovisual, multimedia or physical form. (*Information et communications*)

7. **University community:** The group of persons that visit the University, including students, employees, professors and lecturers, volunteers, speakers and visitors. (*Communauté universitaire*)

Appendix 2

Contributors

Contributors

The following individuals were involved in developing this multi-year accessibility plan for 2013-2016 (in alphabetical order):

Communications Directorate: Nichole McGill

Community Life: Marc Duval

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Library Network: Jasmine Bouchard, Hélène Carrier, Halina de Maurivez, Leslie Weir

Office of the Vice-President Academic and Provost: Christian Detellier, Marie-Claude Lanouette, Rachel Ouellette, Yolaine Ruel

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Physical Resources Service: Claudio Brun del Re, Maguy Eustache

Student Academic Success Service: Amy Grumberg, Lucie Morgado, Murray Sang

Teaching and Learning Support Service: Jean-Pascal Beaudoin, Alain Erdmer, Mark Gareau, JoAnne St-Gelais, France Gravelle, Yves Herry, Nada Nagy

Consultation process
The University of Ottawa conducted a consultation with the University community by posting a draft of the Accessibility Plan on its website and by inviting interested persons to submit their feedback. The University also sought comments from the following groups on campus (in alphabetical order):

- Accessibility committee
- Association of Part Time Professors of the University of Ottawa (APTPUO)
- Association of Professors of the University of Ottawa (APUO)
- Centre for Equity and Human Rights
- Graduate Student's Association (GSAÉD)
- Student Appeal Centre
- Student Federation of the University of Ottawa (SFUO)
- Students registered with Access Service