

# Lambton College 2012 – 2025 AODA Multiyear Accessibility Plan

Rev

## **The Accessibility for Ontarians with Disabilities Act, 2005**

The Accessibility for Ontarians with Disabilities Act (AODA) was established to achieve a barrier-free Ontario by implementing accessibility standards to make goods, services, and facilities accessible to all people with disabilities. The AODA is meant to create accessibility in all public, private, and not-for profit sectors with respect to goods, services, facilities, accommodation, employment, and buildings by January 1, 2025.

## **Commitment to Accessibility**

Lambton College is 100% committed to meeting its obligations under the requirements of AODA and providing a safe and barrier free environment for all students, faculty, support staff, administrative staff, and members of the public. We recognize the value in creating an inclusive environment for everyone. A place where colleagues, clients, staff, and students are treated with dignity, respect and equality and valued for their contributions to our team.

## **Message from President Rob Kardas:**

At Lambton College, we aspire to be a beacon of leadership in the Sarnia-Lambton community in areas related to accessibility and equity. By working to create and maintain barrier-free environments and services, we ensure people of all abilities can participate and engage in every aspect of our College, thereby building a strong and talented workforce and student body that drives excellence and innovation through its diversity. An accessible and inclusive Lambton College is one in which everyone can live a full and authentic life with an equitable opportunity to contribute to our mission. This is a vision towards which we must continuously strive.

Part I - General Standards

Part I - General Standards – s.3

AODA Standards / Regulation Reference O. Reg.191/11, s. 3		I: Accessibility Policies	Administrative Responsibility	Compliance Deadline: January 1, 2013	
Deliverables		Activities	Responsibility	Status	
Update and maintain the Accessibility Policy.	Update the existing Accessibility Policy to include ISAR requirement.	AODA Working Group reviews the existing Accessibility Policy.  Revise it to include general, employment and information and communications standards, to comply with IASR (Integrated Accessibility Standards Regulation).	AODA Working Group, Accessibility Centre	<b>Complete and Ongoing</b>  <b>Last revision: May 2016</b>	

Part I” General Standards – s.4

AODA Standards / Regulation Reference O. Reg.191/11, s. 4		I: Accessibility Plans	Administrative Responsibility	Compliance Deadline: January 1, 2013	
Deliverables		Activities	Responsibility	Status	
Establish multi-year accessibility plan.	A multi-year accessibility plan is approved by the College Management Team (CMT).	Develop a multi-year plan in consultation with AODA Working Group, college sector AODA committee and Accessibility Centre, and present to CMT for approval.  Post the multi-year plan on the Lambton College website and update it at least once every five years.	AODA Working Group	<b>Complete and ongoing</b>	
Prepare annual status report.	An annual report is approved by CMT.	Review the plan on an annual basis, prepare an annual status report, and post it to the Lambton College website.	Occupational Health and Safety and Presidents Office	<b>Complete and Ongoing</b>	

Part I” General Standards – s.5

AODA Standards / Regulation Reference O. Reg.191/11, s. 5	I: Procuring or Acquiring Goods, Services or Facilities	Administrative Responsibility:		Compliance Deadline: January 1, 2013
Deliverables		Activities	Responsibility	Status
Incorporate accessibility design, criteria, and features into purchasing policies and processes and provide explanation if unable to comply.	<p>Update Purchasing Policy and related documents.</p> <p>Document process to outline the procurement criteria used to assess the need for AODA compliance.</p> <p>Provide training to purchasing staff regarding compliance requirements.</p> <p>Provide training to all other College employees regarding AODA compliant purchasing.</p>	<p>Include an AODA Clause in the Purchasing Policy.</p> <p>RFP template to include a mandatory AODA clause for all purchases.</p> <p>RFQ template to include mandatory AODA clause for all purchases.</p> <p>Create accessibility strategy for procurement processes and communicate this strategy to all departments within the College.</p> <p>Procurement criteria will be made available on the Finance Department website. Exceptions must be documented and signed off according to the signing authority outlined in the purchasing policy.</p> <p>Purchasing staff will be advised of the policy changes and will be provided with training and resources to assist them in monitoring compliance.</p> <p>Future new staff will be trained to incorporate the AODA compliance information.</p>	AODA Working Group and Finance	<b>Complete on Ongoing Purchasing Policy last revision is October 2019</b>

Part I” General Standards – s6

AODA Standards / Regulation Reference O. Reg.191/11, s. 6	I: Self-service Kiosks	Administrative Responsibility:		Compliance Deadline: January 1, 2013
Deliverables		Activities	Responsibility	Status
Incorporate accessibility features in self-serve kiosks.	All self-service kiosks on all campuses will be accessible.	<p>Communicate this requirement to all staff and have each department complete a review of their areas to ensure compliance.</p> <p>Areas requiring updates must report these updates to the Facilities Department and the AODA Working Group.</p> <p>Contact Royal Bank and ensure all bank machines in all building on campus are accessible.</p> <p>Ensure Chartwell’s, our cafeteria provider, is compliant.</p>	AODA Working Group, Finance, and Student Success	<b>Complete</b>

Part I” General Standards – s.7

AODA Standards / Regulation Reference O. Reg.191/11, s. 7(1)		I: Training			Administrative Responsibilities		Compliance Deadline: January 1, 2014	
Deliverables		Activities			Responsibility		Status	
Train all employees, volunteers, persons developing policies, and all others providing goods, services, or facilities on the requirements of the IASR standards and Human Rights Code as it pertains to disabilities.	All employees will be trained in accessibility and the Human Rights Code as it pertains to disabilities.	Implement the Ontario Human Rights training module for all employees.  Integrate the training module in D2L, Lambton’s learning management system. Access to the training is given to all staff through their existing D2L accounts or provided during the new hire process.  Include module in the new hire package and the AODA website training page with all other AODA training modules.  Track training completion in the HRIS to ensure compliance. Employees who have not completed the training will receive a pop-up message on their individual HRIS data screens.			AODA Working Group, TLC, and Human Resources		<b>Complete and Ongoing to improve</b>	

Part II: Information and Communication Standards

Part II: Information and Communication Standards – s.11

AODA Standards / Regulation Reference O. Reg.191/11, s. 11		II: Feedback Processes			Administrative Responsibility:		Compliance Deadline: January 1, 2016	
Deliverables		Activities			Responsibility		Status	
Ensure feedback processes are accessible by providing accessible formats or communication supports, upon request.	An online feedback link is located on the main page of the AODA website to allow students, employees and the public to offer timely feedback on accessibility issues	Review AODA page and update as necessary. Verify links continue to function correctly.  Feedback is collected by the Accessibility Centre and results presented for review to the AODA Working Group.  Remind staff annually of the feedback process and address any concerns.			AODA Working Group and Accessibility Centre, IT, Counselling & Wellness, and Student Success		<b>Complete and Ongoing</b>	

Part II: Information and Communication Standards – s.12

AODA Standards / Regulation Reference O. Reg.191/11, s. 12	II: Accessible Formats and Communication Supports	Administrative Responsibilities		Compliance Deadline: January 1, 2015
Deliverables		Activities	Responsibility	Status
Provide accessible formats and communication supports	College corporate communications will be provided in accessible formats, at no additional cost upon request	<p>Encourage all areas of the College to create conversion-ready documents and electronic communications as part of their general professional practice, to eliminate the barriers caused by paper documents and communications.</p> <p>Ensure all college events are equipped with communication supports.</p> <p>Accessibility Centre uses various speech conversion software.</p> <p>The Accessibility Centre, TLC, Academic Departments, etc. will support training on accessible formats and supports.</p>	AODA Working Group, Accessibility Centre, and IT	<b>Complete and Ongoing</b>
Consult with person requesting accessible format	Offer an individualized response to all such requests	Inform all employees of the range of formats and supports available and how to provide them in consultation with the client.	AODA Working Group, Accessibility Centre, and IT	<b>Complete and Ongoing</b>
Notify public of availability	Online customer service notifications of availability	<p>Identify web and portal locations for updates.</p> <p>Identify physical location for signage, such as Registrar’s Office and Security</p>	AODA Working Group, Accessibility Centre, and IT	<b>In Progress</b>

Part II: Information and Communication Standards – s.13

AODA Standards / Regulation Reference O. Reg.191/11, s. 13	II: Emergency Procedure Plans and Public Safety Information		Administrative Responsibility:	Compliance Deadline: January 1, 2012
Deliverables		Activities	Responsibility	Status
Make emergency procedures and public safety information accessible upon request.	Post a conversion-ready emergency plan and procedures on the web site and notify all students and employees of their existence.	Review current emergency procedures documents and ensure they are accessible.  Post new emergency information on the AODA web page and notify all college employees where the information can be found.  Increase signage for all buildings.  Update annually or as necessary and communicate to all staff.	AODA Working Group and Facilities Management	<b>Complete and Ongoing</b>
Emergency procedures and public safety information is available upon request	Accessible emergency procedures, emergency response plans and/or public safety information is posted on College website and updated regularly.	Review the existing accessibility procedures and plans.  Update maps and signage of all campuses and post to website.  The Service Disruption link on the website is updated regularly, outlining all disruptions on all campuses as needed.	AODA Working Group, Facilities Management, and Occupational Health and Safety	<b>Complete and Ongoing</b>

Part II: Information and Communication Standards – s.14

AODA Standards / Regulation Reference O. Reg.191/11, s. 14	II: Accessible Web Sites and Web Content			Compliance Deadline: January 1, 2014
Deliverables		Administrative Responsibility:		Status
		Activities	Responsibility	
Ensure websites and web content conform to guidelines. New websites and web content to Level A by January 1, 2014.	New web site and new web content conform to WCAG 2.0 level A.	<p>Create awareness of this obligation and have IT provide resources.</p> <p>Create training material and train all key staff on WCAG 2.0 guidelines.</p> <p>Identify new websites and new web content to be deployed by Marketing.</p> <p>Develop project plans for new sites/web content that required (at a minimum) WCAG Level A compliance for websites/web content being deployed in 2014.</p>	Marketing, IT and AODA Working Group	<b>Complete and Ongoing</b>
Ensure websites, web content and web-based applications conform to guidelines. Must comply with WCAG 2.0 level AA (excludes live captioning, and pre-recorded audio description) by January 1, 2021.	All internet websites and web content to confirm to WCAG 2.0 level AA.	<p>Review all websites, web content and web-based applications that the college controls, even contractual relationships.</p> <p>Create awareness of this obligation and have IT provide resources.</p> <p>Create training material and train all key staff on WCAG 2.0 guidelines.</p> <p>Ensure website, web content, and web-based applications are WCAG Level AA compliant.</p> <p>Ensure all websites, web content and web-based applications that the college controls directly or through a contractual relationship, and where meeting the requirements are technically feasible, are compliant with WCAG 2.0 level AA.</p>	Marketing, IT and AODA Working Group	<b>Complete and Ongoing</b>

Part II: Information and Communication Standards – s.15

AODA Standards / Regulation Reference O. Reg.191/11, s. 15	II: Educational & Training Resources and Materials		Administrative Responsibility:	Compliance Deadline: January 1, 2013	
Deliverables		Activities		Responsibility	Status
Provide educational, training resources and materials in an accessible format upon request.	Programs will provide educational and training resources and materials in a format that takes into account the accessibility needs of the person with a disability.	<p>Ensure each academic area understands the process for requesting and producing alternate format upon request.</p> <p>Students will use the Accessibility Centre for all disability related inquiries and all staff inquiries can be directed to TLC or IT.</p> <p>The College wide mobile project will assist with the providing alternative formats.</p> <p>Encourage all areas of the College to create conversion-ready documents, including program information and electronic communications as part of their general professional practice, to eliminate the barriers caused by paper documents and communications</p>	AODA Working Group, IT, TLC, and all College Departments	<b>Complete and Ongoing</b>	
Provide program information and student records in accessible format.	All student records are available in an accessible format upon request.	All student records are available in an accessible format upon request.	AODA Working Group, IT, and Registrar’s Office	<b>Complete and Ongoing</b>	

Part II: Information and Communication Standards – s.16

AODA Standards / Regulation Reference O. Reg.191/11, s. 16	II: Training to Educators		Administrative Responsibility:	Compliance Deadline: January 1, 2013	
Deliverables		Activities		Responsibility	Status
Provide educators with accessibility awareness training related to accessible program or course design, delivery, and instruction.	<p>All faculty members, course/curriculum designers, etc. will be trained in accessibility awareness and universal instructional design principles.</p> <p>Keep a record of the training provided, the dates of the training and the number of individuals to whom it is provided.</p>	<p>Integrate the sector wide Accessibility Awareness training module from Ontario Colleges into D2L, Lambton’s learning management system.</p> <p>All AODA training modules can be accessed from the AODA webpage.</p> <p>Include links to all AODA training modules and instructional information within our new hire package.</p> <p>All AODA training modules are tracked within the HRIS system to ensure completion by all staff.</p>	AODA Working Group, Occupational Health and Safety and Human Resources	<b>Ongoing</b>	



Part II: Information and Communication Standards – s.17

AODA Standards / Regulation Reference O. Reg.191/11, s. 17		II: Producers of Educational or Training Materials		Administrative Responsibility:		Compliance Deadline: January 1, 2015
Deliverables		Activities		Responsibility	Status	
Provide accessible format or conversion-ready textbooks by January 1, 2015.	All College texts, print-based educational or training supplementary learning resources have accessible or conversion-ready versions available upon request.	College sector AODA Working Group to develop implementation plans. Develop additional accessible procedures within the Accessibility Policy to incorporate multimedia, etc.		AODA Working Group, TLC, IT, and all Academic Deans	<b>Complete and Ongoing</b>	
Producers of educational training material – supplementary print materials by January 1, 2020.	All College or training supplementary learning resources have accessible or conversion-ready versions available upon request.	College sector AODA Group to develop implementation plans. Develop additional accessible procedures within the Accessibility Policy to incorporate supplementary print materials, etc. Enhance the mobile learning environment		AODA Working Group, IT, and Academic Deans	<b>In Progress</b>	

Part II: Information and Communication Standards – s.18

AODA Standards / Regulation Reference O. Reg.191/11, s. 18		II: Libraries		Administrative Responsibility:		Compliance Deadline: January 1, 2015
Deliverables		Activities		Responsibility	Status	
Provide accessible or conversion ready print-based resources on request. <sup>i</sup>	All campus libraries must provide or acquire an accessible or conversion-ready format of print, digital or multimedia resources or materials upon request.	College sector AODA working group will be addressing this obligation. Review this obligation with the LRC.		AODA Working Group, IT, and LRC	<b>Complete and Ongoing</b>	
Provide, procure or acquire accessible or conversion ready format of digital, multimedia resources and materials based resources (upon request). By January 2020	Develop a process to meet this obligation	College sector AODA working group will be addressing this obligation. Review this obligation with the LRC.		AODA Working Group, IT, and LRC	<b>In Progress</b>	

### Part III: Employment Standards

#### Part III: Employment Standards – s.22

AODA Standards / Regulation Reference O. Reg.191/11, s. 22		III: Recruitment, General			Administrative Responsibility:		Compliance Deadline: January 1, 2014	
Deliverables		Activities			Responsibility		Status	
Notify applicants about accommodation in recruitment process.	Prospective applicants are advised of the availability of accommodations.	Participate in college sector AODA working group sub committee to review recruitment obligations.  Revise recruitment material, job postings, & email correspondence with applicants to include a statement regarding inclusive hiring practices at the college.  Enhance Recruitment webpage.			AODA Working Group, and Human Resources		Complete	

#### Part III: Employment Standards – s.23

AODA Standards / Regulation Reference O. Reg.191/11, s.23		III: Recruitment, General			Administrative Responsibility:		Compliance Deadline: January 1, 2014	
Deliverables		Activities			Responsibility		Status	
Notify applicants selected that accommodations are available upon request.	Selected applicants are advised of the availability of accommodations.	Revise email correspondence with selected applicants and provide policy reference.  Develop a workplace accommodation process.			Human Resources		Complete and Ongoing	
Provide suitable accommodation upon request.	Applicants with disabilities receive appropriate accommodations.	Review interview and testing procedures for accessibility barriers.			Human Resources		Complete and Ongoing	

#### Part III: Employment Standards – s.24

AODA Standards / Regulation Reference O. Reg.191/11,s. 24		III: Recruitment, General			Administrative Responsibility:		Compliance Deadline: January 1, 2014	
Deliverables		Activities			Responsibility		Status	
Notify successful applicants of accommodation policies.	New employees are advised of the accommodation policy.	Update hiring package to include information on the accommodation policy.			AODA Working Group and Human Resources		Complete and Ongoing	

Part III: Employment Standards – s.25

AODA Standards / Regulation Reference O. Reg.191/11,s. 25	III: Recruitment, General		Administrative Responsibility:	Compliance Deadline: January 1, 2014
	Deliverables	Activities	Responsibility	Status
Inform employees of policies used for supporting employees with disabilities.	All employees are advised of the supports available to individuals with disabilities.	Revise HR Policies to include employee supports and post on HR webpage and on the Recruitment page of College website.  Incorporate Employee Accommodation Process as outlined in the IASR Toolkit.  Communicate with all employees about revisions to the policy and their right to support.	AODA Working Group and Human Resources	<b>Complete and Ongoing</b>
Provide information to new employees.	All new employees receive information about the policy during orientation.	Revise orientation packages to ensure inclusion of new materials.  Accommodation Policy outlined in employment letters.	AODA Working Group and Human Resources	<b>Complete and Ongoing</b>

Part III: Employment Standards – s.26

AODA Standards / Regulation Reference O. Reg.191/11,s. 26	III: Recruitment, General		Administrative Responsibility:	Compliance Deadline: January 1, 2014
	Deliverables	Activities	Responsibility	Status
Provide accessible formats and communications supports for information needed for job duties or general workplace information.	Alternative formats and supports are provided upon request, in consultation with the employee; conversion-ready documents and electronic communications are the established standard for all College communications.	Establish a point of contact for employees within HR and inform all employees of how to access support.  Encourage all areas of the College to create conversion-ready documents and electronic communications as part of their general professional practice, to eliminate the barriers caused by paper documents and communications.	AODA Working Group and Human Resources	<b>In Progress</b>

Part III: Employment Standards – s.27

AODA Standards / Regulation Reference O. Reg.191/11,s. 27	III: Recruitment, General	Administrative Responsibility:		Compliance Deadline: January 1 , 2014
Deliverables		Activities	Responsibility	Status
Provide individualized workplace emergency response information as soon as practicable.	Employees with disabilities receive an individualized emergency plan, kept jointly by HR and Occupational and Health and Safety. Copies will also be left with Security.	Develop criteria for determining when an employee with a disability requires an individualized workplace response plan.  Meet with specific employees to receive their input for their plans.	AODA Working Group, Facilities Management, Occupational Health and Safety and Human Resources	<b>Complete and Ongoing</b>
Provide information to person designated to provide assistance upon consent.	Persons providing assistance are informed of plans and their role and are advised of any changes.	Develop process for establishing support teams for employees with disabilities.  Departmental Manager in conjunction with Occupational Health and Safety meet with those providing assistance to go over the plan(s)	AODA Working Group, Facilities Management and Human Resources	<b>Complete and Ongoing</b>
Review individualized workplace emergency response information.  Communicate with all employees on an annual basis, and update plans as necessary on an on-going basis.	Employees and managers are notified annually to update their plans with HR.	Communicate with all employees on an annual basis, and update plans as necessary on an on-going basis.	AODA Working Group, Facilities Management and Human Resources	<b>Complete and Ongoing</b>

### Part III: Employment Standards – s.28

AODA Standards / Regulation Reference O. Reg.191/11, s. 28	III: Documented Individual Accommodation Plans	Administrative Responsibility:			Compliance Deadline: January 1, 2014
Deliverables		Activities		Responsibility	Status
Develop written process for documented individual accommodation plans <sup>1</sup> .	Any employee requiring accommodations has a written plan in the Human Resources Department and in the Health and Safety Department.	Review our RTW accommodation plan format with the RTW Coordinator. Incorporate the Ontario Colleges tool kit template for accommodation plans and make available to all members of the HR team and RTW team.	AODA Working Group, Occupational Health and Safety and Facilities Management	<b>Complete and Ongoing</b>	

### Part III: Employment Standards – s.29

AODA Standards / Regulation Reference O. Reg.191/11, s. 29	III: Recruitment, General	Administrative Responsibility:			Compliance Deadline: January 1, 2014
Deliverables		Activities		Responsibility	Status
Develop a documented return-to-work process.	Lambton's Return to Work procedures meets AODA standards.	Participate in a working group as part of the college sector AODA group. Review Lambton's RTW policy and procedures and revise as necessary, using Ontario Colleges Tool Kit example as a template.	AODA Working Group, Facilities Management, Occupational Health and Safety and Human Resources	<b>Complete and Ongoing</b>	

### Part III: Employment Standards – s.30

AODA Standards / Regulation Reference O. Reg.191/11,s. 30	III: Documented Individual Accommodation Plans	Administrative Responsibility:			Compliance Deadline: January 1, 2014
Deliverables		Activities		Responsibility	Status
Include accessibility considerations in performance management processes.	Lambton Performance Management Systems meet AODA standards.	Review PMS and revise as necessary, using Ontario Colleges Tool Kit template as a model.	AODA Working Group and Human Resources	<b>Complete and Ongoing</b>	

<sup>1</sup> This includes: how employee can participate in the development of the plan and how they are assessed; how employer can request an evaluation to determine if accommodation can be achieved; how employee can request participation of union representative; how personal information will remain private; how often the plan will be reviewed and updated; how reasons for denied request will be communicated; how the plan will be provided to employee.

Part III: Employment Standards – s.31

AODA Standards / Regulation Reference O. Reg.191/11,s. 31	III: Documented Individual Accommodation Plans	Administrative Responsibility:		Compliance Deadline: January 1, 2014
Deliverables		Activities	Responsibility	Status
Include accessibility considerations in career development and advancement processes.	A barrier-free career development and advancement process for employees with disabilities.	Review Lambton’s career development and advancement processes for possible barriers.  Provide college wide communication.	Human Resources	<b>Complete and Ongoing</b>

Part III: Employment Standards – s.32

AODA Standards / Regulation Reference O. Reg.191/11,s. 32	III: Documented Individual Accommodation Plans	Administrative Responsibility:		Compliance Deadline: January 1, 2014
Deliverables		Activities	Responsibility	Status
Include accessibility considerations in redeployment processes.	A barrier-free redeployment process for employees with disabilities.	Review Lambton’s redeployment processes for possible barriers.	Human Resources	<b>Complete and Ongoing</b>

Part VI: Transportation Standards

Part VI: Transportation Standards – s.76

AODA Standards / Regulation Reference O. Reg.191/11, s. 76	II: Transportation	Administrative Responsibility:		Compliance Deadline: January 1 , 2013
Deliverables		Activities	Responsibility	Status
Provide accessible transportation.	All College activities requiring transportation shall provide accessible transportation upon request.	All College activities that provide transportation will provide accessible transportation or an equivalent service upon request	Facilities Management, and Student Success	<b>Complete and Ongoing</b>

Part IV: Design of Public Spaces (Built Environment)

Part IV: Design of Public Spaces (Built Environment) – s. 80

AODA Standards / Regulation Reference O. Reg.191/11, s. 80.1	IV: Design of Public Spaces	Administrative Responsibility:		Compliance Deadline: January 1, 2014
	Deliverables	Activities	Responsibility	Status
Provide accessible public spaces	<p>Newly constructed outdoor public spaces and all services areas (built after January 1, 2016) will meet all requirements, including:</p> <ul style="list-style-type: none"> <li>• Recreation trails</li> <li>• Outdoor public eating areas</li> <li>• Outdoor play areas</li> <li>• Exterior paths</li> <li>• Accessible parking</li> <li>• Obtaining services</li> </ul> <p>Procedures are in place for preventative and emergency maintenance of accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order.</p>	<p>Physical Resources has strived to comply with the proposed Built Environment Standards since the introduction of the AODA in 2005. Physical Resources continues to comply with the regulation and apply the new standards when designing new facilities and when carrying modification to existing facilities*. When identified and when viable to do so, existing non-conforming facilities will be brought up to the new standards as per the legislation.</p> <p>Elevator contractor is available 24/7 to conduct repairs</p> <p>Multiple contractors who can complete repairs to accessible door operators who are on call.</p> <p>In the event an accessible element becomes inoperable, we will advise the College Community as well as physically post the closure and advise on the closest accessible element which will accommodate requirements.</p>	Facilities Management	<b>Complete and Ongoing</b>

Legend

**Yellow** - General Requirements

**Green** - Information and Communication Standards

**Orange** - Employment Standards

**Purple** – Design of Public Spaces

**Blue** – Transportation Standards