



**Multi-Year Accessibility Plan
2014-2019**

Prepared and Submitted by the Algoma University Accessibility Committee

Revised December 2014

This document is available in alternate format upon request.

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Message from the President

The Province of Ontario is a leader in promoting accessibility for people with disabilities. The cornerstone of its strategy in this area is the 2005 Accessibility for Ontarians with Disabilities Act, (AODA). The core objective of the AODA is:

To achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

Algoma University is an institution that was created with the explicit mission of enhancing access to university-level programming for all qualified learners in our region and beyond. As part of that mission, we are fully committed to accessibility for people with disabilities and we are fully committed to the goal of providing that access in a manner that respects the dignity and independence of everyone.

This Multi-Year Accessibility Plan provides the University with a framework to advance our efforts to reach the Province's standard for universal accessibility. We look forward to working with all Algoma University stakeholders to implement this plan, and to refine it as necessary in the coming years.

Dr. Richard Myers
President

Introduction

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and formerly the Ontarians with Disabilities Act (2001), universities are annually required to prepare and publically release an accessibility plan in consultation with persons with disabilities and others in the community.

Effective January 2013, universities are transitioning from an annual accessibility plan to that of a Multi-Year Accessibility Plan as per the AODA requirements. Therefore, this document will be a transition from the 2012-2013 annual university accessibility plan to that of a Multi-Year Accessibility Plan for Algoma University.

This plan has been developed by David Marasco, University Director, Accessibility Director in consultation with other university officials including the University Librarian, Director of Human Resources, Director of Physical Plant and the Communications Director.

While this report indicates that significant progress has been made towards Algoma's ultimate goal of universal accessibility, the committee remains cognizant that barriers still exist and that the long-term goal of universal accessibility can be achieved only through a continued commitment to increasing awareness on accessibility issues.

The Accessibility for Ontarians with Disabilities Act, 2005

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025.

In 2007, the Accessibility Standards for Customer Service was enacted under AODA establishing standards for designated public sector organizations, applicable to the University, that articulate the requirements for policies, practices and procedures that govern the provision of goods or services to persons with disabilities. This legislation was effective January 2010.

In 2011, the new Integrated Accessibility Standards Regulation (IASR) was enacted under the AODA to help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility. Within the IASR general requirements are being articulated in addition to specific standards being articulated in four areas, namely:

- Information and communications standards
- Employment standards
- Transportation standards
- Design of public spaces

Algoma University filed its first University Accessibility Plan in 2003 under the Ontarians with Disabilities Act (ODA). This plan has been updated annually and has, since 2005, been in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). These accessibility plans have outlined accomplishments that the University has achieved to address the removal of barriers and the steps it has taken to prevent barriers.

In this Multi-Year Accessibility Plan Algoma University outlines the next steps in our continued efforts to identify and remove barriers for people with disabilities.

Integrated Accessibility Standards – Multi-Year Accessibility Plan

Part I: General Standards

Part I – General Standards – s.3

AODA Standards / Regulation Reference O. Reg.191/11, s. 3	Establishment of accessibility policies		Deadline: January 1, 2013
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
...Shall develop, implement and maintain policies governing how organization achieves or will achieve accessibility through meetings its requirements referred to in the Regulation.	All University policies will be articulated in such a fashion that the policies meet accessibility requirements referred to in the Integrated Accessibility Standard Regulation.	University policies reviewed on a regular basis in order that they are AODA compliant. Reviewing and updating policies, and standards to ensure accessible customer service.	Director of Human Resources University Registrar In progress
...Shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies	Establish an overall University statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner.	Develop guiding principles and best practices to administer the policy – the Accessibility Committee will review changing requirements and make recommendations in an effort to meet these needs	Accessibility Committee In progress
... Shall prepare one or more written documents describing its policies; and	Prepare one (or more) written document(s) that describes the University's policies regarding accessibility.	Accessibility Standards for Customer Service policy highlights Algoma University's commitment to accessibility standards	Completed March 2010 Reviewed on an regular basis
... Make the documents publicly available, and shall provide them in an accessible format upon request	The document(s) prepared shall be made publicly available and shall be provided in the appropriate accessible format upon request.		

Part I – General Standards – s.4

AODA Standards / Regulation Reference O. Reg.191/11, s. 4	Multi-Year Accessibility Plans		Deadline: January 1, 2013
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
...Establish, implement, maintain and document a Multi-Year Accessibility Plan that outlines the strategy to remove and prevent barriers and to meet the requirements under this Regulation.	Develop Multi-Year Accessibility Plan for Algoma University: 2013-2018	Creation of a MYAP to ensure persons with disabilities are accommodated and barriers removed according to the requirements of provincial regulations in support of the AODA. The institutional commitment is to allow full access and participation for individuals with disabilities.	
... Establish, review and update their accessibility plans in consultation with persons with disabilities and, if established, an accessibility committee.	Review existing accessibility plan.	A number of administrators have been identified to serve on the Accessibility Committee to review the accessibility plan and make recommendations.	
... Prepare annual status report on the progress of measures taken to implement the Multi-Year Accessibility Plan.	Update annual status report on measures taken to implement objectives within Multi-Year Accessibility Plan.	Annual plan has been submitted in accordance with the IASR (Integrated Accessibility Standards Regulation)	
... Post the status report on the website and provide the report in an accessible format upon request.	Post final annual status report on website and make available in alternate format upon request.	Post final annual status report on website and make available in alternate format upon request.	Marketing and Communications Target: December 2014

Part I – General Standards – s.5

AODA Standards / Regulation Reference O. Reg.191/11, s. 5	Procuring or Acquiring Goods, Services or Facilities		Deadline: January 1, 2013
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
Incorporate accessibility criteria and features.	Ensure the University Procurement policy ensures that consideration of accessibility criteria and features are considered in purchases of goods, services or facilities except where it is not practicable to do so.	Considering and incorporating accessibility criteria and features when procuring goods, services and facilities. The Procurement Policy is reviewed and revised to meet the needs to consider accessibility criteria when purchasing goods, services, facilities. No individual shall be discriminated re: disabilities	Vice-President, Finance & Administration June 2015 In progress
Provide explanation if impracticable.	Provide, upon request, an explanation when accessibility criteria or features are not practical to consider in the purchase of goods, services or facilities.	Include appropriate statement in Procurement policy regarding this deliverable (see above).	

Part I – General Standards – s.6

AODA Standards / Regulation Reference O. Reg.191/11, s. 6	I: Self-service Kiosks		Deadline: January 1, 2013
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
... Public sector organizations shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.	Accessibility features shall be incorporated into the design, procurement or acquisition of self- service kiosks where it is practicable to do so.	Ensure this criteria is embedded in the Procurement Policy.	Vice-President, Finance & Administration In progress

Part I – General Standards – s.7

AODA Standards / Regulation Reference O. Reg.191/11, s. 7(1)	I: Training		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
Provide training on the requirements of the accessibility standards and Human Rights Code as it pertains to persons with disabilities.	Training will be provided to all employees, volunteers, all persons who participate in developing University policies and other persons who provide goods, services or facilities on behalf of the University	<ol style="list-style-type: none"> 1. Working Together: Ontario Human Rights Code Training: - all employees and volunteers will be required to complete this training by December 31, 2014. 2. Certificate of Training document will be collected by supervisor and directed to HR. 	Accessibility Coordinator 12/2014
Training on requirements of accessibility standards and Human Rights Code shall be appropriate to the duties of the employees, volunteers and other persons.	Training is appropriate to the employee, volunteer or other persons.	<ol style="list-style-type: none"> 1. All employees & volunteers are required to complete the Human Rights Code training as it pertains to persons with disabilities (Working Together: Ontario Human Rights Code Training) 2. Training modules on requirements within the accessibility standards will vary by employee group depending on nature of position/duties. 	Accessibility Coordinator 12/2014
Every person to receive training shall be trained as soon as practicable.	Training will be delivered as soon as practicable to those who require training.	<ol style="list-style-type: none"> 1. Training of existing employees, volunteers and other persons will be done as soon as training is developed and available. 2. Training of new employees, volunteers and other persons will be done at orientation or upon acquiring the services of persons who will be involved 	Accessibility Coordinator 12/2014

		in the delivery of goods, services or facilities on behalf of the University.	
A record of training shall be kept including dates on which training was provided and number of individuals to whom training was provided.	A record of training, dates of training, and to whom training was provided will be kept.	A record of training, training certificates, including dates and to whom training was provided will be kept by Human Resources.	Human Resources 12/2014

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		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
Every obligated organization that has processes for receiving and responding to feedback shall ensure that feedback processes are accessible to persons with disabilities.	All feedback processes shall be accessible to persons with disabilities.	To ensure all feedback processes are accessible, persons with disabilities may request that a feedback process be made available in an alternate (accessible) format or receive communication support to provide feedback.	Accessibility Coordinator September 2015
Notification should be given regarding the availability of accessible formats and communication supports	Signage is placed in all service areas across the University and within policy documents that information and documents can be made available in alternate format upon request.	<ol style="list-style-type: none"> 1. Develop signage and post in visible areas of the University notifying public that information and documents can be made available in alternate formats upon request. 2. Include note in policy documents that information and documents can be made available in alternate format upon request. 	<ol style="list-style-type: none"> 1. Marketing and Communications Target: Jan 2015 2. President’s Office Target: May 2015

Part II – Information and Communication Standards – s.12

AODA Standards / Regulation Reference O. Reg.191/11, s. 12	II: Accessible Formats and Communication Supports		Deadline: January 1, 2015
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
Provide accessible formats and communication supports in a timely manner taking into account the persons disability and at a cost no more than the regular charge to other persons.	<p>Upon request, the provision of accessible formats and communication supports will be delivered:</p> <ul style="list-style-type: none"> • In a timely fashion • Appropriate to the disability • At a cost no greater than what is charged to another person 	<p>Upon request, documents and communication supports are provided in a timely fashion and appropriate to the disability so as to meet the needs of the person with the disability.</p> <p>Any cost associated with this is no greater than what is charged to another person.</p>	Accessibility Coordinator September 2015
Consult with person requesting to determine suitability of accessible format and communication support.	Consultation will occur with person requesting alternate or accessible format to ensure suitability of accessible format or communication support.	Upon request of documents or information to be available in an alternate format or with communication support, consultation does occur to ensure that the alternate format or communication support is appropriate and meets the needs of the person making the request.	Accessibility Coordinator September 2015
Notify public of availability of accessible format and communication supports upon request.	Public shall be aware that, upon request, information be made available in an accessible format or that communication support be provided.	<ol style="list-style-type: none"> 1. Information regarding alternate format of documents and communication supports is articulated in the Provision of University Goods and Services to Persons with Disabilities policy. 2. A notice shall be placed on the Accessibility webpage that 	<ol style="list-style-type: none"> 1. President’s Office Target: June 2015 2. Marketing and Communications Target: January 2015 3. Marketing and Communications Target: Jan 2015

		<p>upon request information can be made available in an accessible format or that appropriate communication support can be provided.</p> <p>3. Develop signage and post in visible areas of the University notifying public that information and documents can be made available in alternate formats upon request.</p>	
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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		Deadline: January 1, 2012
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
If emergency procedures, plans and public safety information are made available to the general public those materials must be made available in an accessible format or with appropriate communication supports as soon as practicable upon request.	Any emergency procedures, plans and public safety information made available to the public shall also be made available in an accessible format or with appropriate communication supports as soon as practicable upon request.	Post updated emergency procedures and plans on website with notification that upon request documents can be made available in alternate format. Put notice on Health & Safety bulletin boards that documentation can be made available upon request.	Communications February 2015 Health & Safety Officer February 2015

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		Deadline: Various (See Below)
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
<p>Ensure internet websites and web content conform to guidelines. ... New websites and web content to Level A by January 1, 2014. Except where meeting the requirement is not practicable, this section applies to:</p> <ul style="list-style-type: none"> To websites and content, including web-based applications, that an organization controls directly or through a contractual relationship that allows for modification of the product; and To web content published on a website after January 1, 2012 	<p>Any new University websites and new content on those sites will comply with WCAG 2.0 Level A standards by January 2014.</p>	<ol style="list-style-type: none"> New university website contracted and developed to WCAG 2.0 Level A standards Athletics website contracted and developed to WCAG 2.0 Level A standards Websites audited by external service providers to ensure WCAG 2.0 Level A standards Third-party service engaged to monitor university websites for compliance 	<ol style="list-style-type: none"> Marketing and Communications Completed: December 2012 Marketing and Communications Completed: June 2013 Marketing and Communications Completed: March 2014 Marketing and Communications Target: July 2015
<p>... All websites and web content to Level AA by January 1, 2021. Excluding: Live Captions and Audio Descriptions (pre-recorded)</p>	<p>All University websites and web content will comply with WCAG 2.0 Level AA by January 2021 (apart from live captions and pre-recorded Audio Descriptions)</p>	<ol style="list-style-type: none"> All web assets to be audited for Level AA compliance. Required budget allocations submitted to bring websites to Level AA compliance. All web assets brought up to Level AA compliance. 	<ol style="list-style-type: none"> Marketing and Communications Target: January 1, 2019 Marketing and Communications Target: April 30, 2019 Marketing and Communications Target: January 1, 2021

Part II – Information and Communication Standards – s.14 (continued)

AODA Standards / Regulation Reference O. Reg.191/11, s. 14	s. 14 Accessible Web Sites and Web Content (continued)		Deadline: Various (See Below)
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
<p>In determining whether meeting the requirements is not practicable, the organization may consider:</p> <ul style="list-style-type: none"> • Availability of commercial software, tools or both; and • Significant impact on implementation timeline that is planned or initiated before January 1, 2012 <p>NOTE: Definitions for "internet website", "new internet website", "WCAG" and "web page" are articulated in the Integrated Accessibility Standards Regulation s.14 item (7).</p>	<p>University shall determine whether the requirements to comply as articulated above are practicable.</p>		<p>Marketing and Communications</p>

Part II – Information and Communication Standards – s.15

AODA Standards / Regulation Reference o. Reg.191/11, s. 15	II: Educational & Training Resources and Materials		Deadline: January 1, 2013
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
<p>Every educational or training institution obligated under the regulation shall, if notification of need is given, provide educational or training resources or materials in an accessible format that takes into account the accessibility needs of the person with the disability to be provided by:</p> <ul style="list-style-type: none"> • Through purchase or other means an accessible or conversion-ready electronic format of materials, where available, or • Arrange for provision of comparable resource in an accessible or conversion ready electronic format if materials cannot be procured, obtained by other means or converted into an accessible format 	<p>Upon notification, educational or training resources or materials will be provided in an accessible or conversion-ready electronic format (pursuant to needs of persons making the request) whether through purchase of such materials or obtaining them through other means where available.</p>	<p>Upon request service materials and educational resources are made available in an appropriate format. In addition, one computer workstation on campus has special software installed to assist students and is readily accessible.</p>	<p>Disability Services</p> <p>Compliant</p>
	<p>Where resources or materials cannot be procured in an accessible or conversion-ready electronic format, or cannot be obtained by other means, arrangements will be made for the provision of a comparable resource in an appropriate format to meet the needs of the person with the disability.</p>	<p>Disability Services will work with library, bookstore and publisher to meet the needs for alternative format.</p>	<p>Disability Services</p> <p>Compliant</p>
<p>Provide student records & information on program requirements, availability and descriptions in an appropriate accessible format to persons with disabilities.</p>	<p>Upon request student Records and information on program requirements, availability and descriptions will be made available in an accessibility format in a timely manner.</p>	<p>Upon request, documents are provided in an appropriate format.</p>	<p>Registrar's Office</p> <p>Compliant</p>

Part II – Information and Communication Standards – s.16

AODA Standards / Regulation Reference o. Reg.191/11, s. 16	II: Training to Educators		Deadline: January 1, 2013
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
Educators shall be provided with accessibility awareness training related to accessible program or course delivery and instruction.	All University educators teaching a course, seminars, or labs shall be provided with accessibility awareness training related to accessible program or course delivery and instruction	<ol style="list-style-type: none"> 1. Dean and Department and Chairs will be apprised of the training requirement for all University Educators. 2. Toolkit of materials will be provided to all university educators in Fall 2015. 3. Seminars will be scheduled to assist educators with development of accessible program delivery, documentation, and instruction. 	Accessibility Coordinator September 2015
A record of training provided, including dates that the training was provided and the number of individuals to whom training was delivered shall be kept.	A record of training, dates of training, and to whom training was provided will be kept.	A record of training, dates of training, and to whom training was provided will be kept by HR.	Human Resources Ongoing

Part II – Information and Communication Standards – s.17

AODA Standards / Regulation Reference O. Reg.191/11, s. 4	Multi-Year Accessibility Plans		Deadline: Various (See Below)
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
Every organization that is a producer of educational or training textbooks for educational or training institutions shall, upon request, make accessible or conversion-ready versions of the textbooks available to the institutions by January 1, 2015.	All educational or training textbooks developed by Algoma University will be developed in an accessible or conversion-ready format.	Activities and actions related to the standard are being developed to ensure compliance by the appropriate deadline.	Accessibility Coordinator December 2014
Every organization that is a producer of educational or training supplementary learning resources for educational or training institutions shall, upon request, make accessible or conversion-ready versions of the printed materials available to the institutions by January 1, 2020.	All supplementary learning resources developed by Algoma University shall be developed in an accessible or conversion-ready format.	Activities and actions related to the standard are being developed to ensure compliance by the appropriate deadline.	Accessibility Coordinator December 2014

Part II – Information and Communication Standards – s.18

AODA Standards / Regulation Reference o. Reg.191/11, s. 18	II: Libraries of educational and training institutions		Deadline: Various (See Below)
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
<p>Upon request, libraries of educational or training institutions shall provide, procure or acquire by other means an accessible or conversion-ready format of print, digital or multimedia resources or materials for a person with a disability.</p> <p>Exception: Special collections, archival materials, rare books and donations are exempt from this requirement.</p>	<p>Upon request, the University Library shall provide, procure or acquire by other means an accessible or conversion-ready format of print, digital or multimedia resources or materials for a person with a disability according to the timeline below:</p> <ul style="list-style-type: none"> • Print resources & materials - January 1, 2015 • Digital or multimedia resources or materials - January 1, 2020 	<p>As part of the Ontario Council of University Libraries (OCUL) has participated in the development of the Accessible Content E-Portal (ACE) is a growing repository of accessible format texts available to users with print disabilities at participating (OCUL) institutions. Aimed at making Ontario’s university library print collections more accessible, the repository creates five accessible formats (2 types of PDFs, Text, DAISY and ePub). http://books1.scholarsportal.info/access.html</p> <p>Through ongoing scholarly database purchasing using model AODA compliant licensing, Algoma University focuses its collection building on “born-digital” collections of current academic journals that can be more easily accessed/converted with accessibility tools, such as screen-readers, and with vendor platforms that comply with AODA.</p> <p>In addition, OCUL, which provides core digital collections to Algoma have made its Scholars Portal E-Books and E-Journals platforms AODA compliant.</p>	<p>Arthur A. Wishart Library (09/2013 ongoing)</p>

Part III: Employment Standards

Part III – Employment Standards – s.22

AODA Standards / Regulation Reference o. Reg.191/11, s. 22	III: Recruitment, General		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
The employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.	The University shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.	<ol style="list-style-type: none"> 1. General statement about availability of accommodation for applicants will be posted on the Career Opportunities website. 2. Statement about availability of accommodation will be added to employment postings – both those online as well as those in print. 	Human Resources June 2015

Part III – Employment Standards – s.23

AODA Standards / Regulation Reference o. Reg.191/11, s.23	III: Recruitment, Assessment or Selection process		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
The employer shall notify job applicants when selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.	Applicants selected for an interview or are asked to participate in a selection process will be advised that, accommodations are available upon request in relation to the materials or processes to be used for the interview or the selection process.	<ol style="list-style-type: none"> 1. Script will be drafted and provided to the lead for each recruitment initiative for verbal delivery when candidate is contacted for interview. 2. Script will be provided to Academic Dean’s office to be provided to all Departments for faculty hiring. 	Human Resources Academic Dean June 2015
If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	If a selected applicant requests an accommodation, the University shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	If candidate requests an accommodation, script provided shall direct candidate to contact Human Resources to make suitable arrangements for accommodation.	Human Resources January 2015

Part III – Employment Standards – s.24

AODA Standards / Regulation Reference o. Reg.191/11, s. 24	III: Notice to Successful Applicants		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
The employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	The University shall, as part of its offer of employment, notify the successful applicant of the Universities policies for accommodation employees with disabilities.	<ol style="list-style-type: none"> 1. Include generic phrase and website link in the letter of offer with respect to the University's overall commitment to providing, upon request, suitable accommodations for employees with disabilities - accommodations that take into account the needs of the person with the disability. 2. Human Resources to provide appropriate phrase and website link to Academic Dean’s office to be disseminated to Departments for inclusion in their communication with successful applicants. 	Human Resources June 2015

Part III – Employment Standards – s.25

AODA Standards / Regulation Reference o. Reg.191/11, s. 25	III: Informing employees of supports		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
The employer shall inform its employees of its policies used to support its employees with disabilities including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	The University shall inform its employees of its policies used to support its employees with disabilities including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	<ol style="list-style-type: none"> 1. All employees shall be informed via a Communications Bulletin of its policies to support employees with disabilities and the availability of accommodations that take into account an employee's accessibility needs due to disability. 2. All policy and procedural information related to the support of employees with disabilities shall be posted on the Human Resources and university policy website. 	Human Resources June 2015
The employer shall provide information to new employees as soon as practicable after they begin their employment.	The University shall provide information to new employees as soon as practicable after they begin their employment.	Letter of offer to indicate that it is mandatory to meet with Human Resources within 30 days of employment as part of legislated requirements. Information relating to supports for employees with disabilities will be part of new employee orientation.	Human Resources September 2015

Part III – Employment Standards – s.25 (continued)

AODA Standards / Regulation Reference o. Reg.191/11, s. 26	III: Accessible Formats and Communication Supports for employees		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
The employer shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.	The University shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.	When changes to existing policies relating to provision of job accommodations are made, all employees shall be informed via a Communications Bulletin with a link provided to the new or revised policy.	Human Resources June 2015

Part III – Employment Standards – s.26

AODA Standards / Regulation Reference o. Reg.191/11, s. 26	III: Accessible Formats and Communication Supports for employees		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
Upon request by an employee, the employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for: <ul style="list-style-type: none"> • information needed to perform the employee's job; and • information that is generally available to employees in the workplace. 	Upon request by an employee, the University shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for: <ul style="list-style-type: none"> • information needed to perform the employee's job; and • information that is generally available to employees in the workplace. 	Upon request by an employee, Human Resources shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for: <ul style="list-style-type: none"> • information needed to perform the employee's job; and • information that is generally available to employees in the workplace. 	Human Resources January 2015

Part III – Employment Standards – s.26 (continued)

AODA Standards / Regulation Reference o. Reg.191/11, s. 26	III: Accessible Formats and Communication Supports for employees (cont'd)		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
The employer shall consult with the employee to determine suitability of on accessible format or communication support.	Upon request, the University shall consult with the employee to determine the suitability of an accessible format or communication support that bears in mind the nature of the employee's disability.	Upon request by an employee, Human Resources shall consult with the employee to determine the suitability of an accessible format or communication support that bears in mind the nature of the employee's disability.	Human Resources December 2014

Part III – Employment Standards – s.27

AODA Standards / Regulation Reference o. Reg.191/11, s. 27	III: Workplace Emergency Response Information		Deadline: January 1, 2012
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
The employer shall provide individualized workplace emergency response information to employees who have a disability - if the disability is such that the individualized information is necessary and the <u>employer is aware of the need for accommodation</u> due to the employee's disability.	<u>When the University is aware of an individual employee's disability</u> and where an individualized workplace emergency response would be required, the University shall provide that employee with information about the individualized workplace emergency response that will be in place.	<ol style="list-style-type: none"> 1. For every employee who has disclosed a disability and for whom an individualized workplace emergency response must be put into place, Human Resources shall have a list of such individualized workplace emergency response information so that, if required, multiple individuals within Human Resources (and elsewhere – Security, etc.) are aware of what is required for relevant employees. 2. This listing will be updated annually so that appropriate areas/individuals are aware of the list and what individualized responses might be required and for whom. 	Human Resources January 2015
If an employee receives individualized workplace emergency response information and requires assistance, with the employee's consent, the employer shall provide the workplace emergency response information designated by the employer to provide assistance to the employee.	For each employee who requires individualized workplace emergency response assistance and has provided consent, the University shall provide the workplace emergency response information to Security and Fire Warden's in the event of an emergency in the workplace.	<ol style="list-style-type: none"> 1. Prepare list of employees who have disclosed a disability and require individualized workplace emergency response assistance and have provided consent for release of information. 2. Provide the list to Security and Fire Wardens. 3. Update annually. 	Human Resources January 2015

Part III – Employment Standards – s.27 (continued)

AODA Standards / Regulation Reference o. Reg.191/11, s. 27	III: Workplace Emergency Response Information (continued)		Deadline: January 1, 2012
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
The employer shall provide information required under this section as soon practicable after the employer becomes aware of the need for accommodation due to an employee’s disability.	The University shall provide information related to workplace emergency response to an employee as soon as practicable once the University is aware of an employee’s need for accommodation due to a disability.	As soon as practicable upon being made aware of an employee’s need for assistance in an emergency situation due to a disability, the University shall make arrangements for the specific accommodations required in consultation with the employee.	Human Resources January 2015
If an employee receives individualized workplace emergency response information and requires assistance, with the employee's consent, the employer shall provide the workplace emergency response information designated by the employer to provide assistance to the employee.	For each employee who requires individualized workplace emergency response assistance and has provided consent, the University shall provide the workplace emergency response information to Security and Fire Warden’s in the event of an emergency in the workplace.	Human Resources shall review individualized workplace emergency response information: <ul style="list-style-type: none"> • when employee moves to a different location in the organization, and • when the employee’s accommodations needs/plans are reviewed or are changed; and • when employer reviews its general emergency response plans and policies 	Human Resources January 2015

Part III – Employment Standards – s.28

AODA Standards / Regulation Reference o. Reg.191/11, s. 28	III: Documented Individual Accommodation Plan		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
Employers shall develop a written process for the development of documented individual accommodation plans for employees with disabilities.	The University shall establish a process for the development of written individual accommodation plans for employees with disabilities.	<p>1. Human Resources will develop a standard for the development of individual accommodation plans for employees with disabilities.</p> <p>2. Template will be posted on Human Resources and Health and Safety website.</p>	Human Resources March 2015
<p>The process to develop individual accommodation plans for employees shall include:</p> <ul style="list-style-type: none"> • How employee can participate. • How employee will be assessed. • How employer can request an evaluation by an outside medical or other expert (at the employer's expense) to assist the employee in determining if accommodation can be achieved and, if so, how it can be achieved. • How employee can request participation of union representative or other representative (if non-unionized) in the development of an accommodation plan • How employee's personal information will remain private. • How, and how often, plan will be reviewed and updated and how this is to be done. • How reasons for denied request would be communicated. • How plan will be provided to employee in a format that takes into account the employee's accessibility needs due to a disability. 	<p>The University's process for the development of written individual accommodation plans shall include:</p> <ul style="list-style-type: none"> • How employee can participate • How employee will be assessed. • How employer can request an evaluation by an outside medical or other expert (at the employer's expense) to assist the employee in determining if accommodation can be achieved and, if so, how it can be achieved. • How employee can request participation of union representative or other representative (if non-unionized) in the development of an accommodation plan • How employee's personal information will remain private. • How, and how often, plan will be reviewed and updated and how this is to be done. • How reasons for denied request would be communicated. • How plan will be provided to employee in a format that takes into account the employee's accessibility needs. 	<p>Template for development of individual accommodation plans will incorporate:</p> <ul style="list-style-type: none"> • How employee can participate • How employee will be assessed. • How employer can request an evaluation by an outside medical or other expert (at the employer's expense) to assist the employee in determining if accommodation can be achieved and, if so, how it can be achieved. • How employee can request participation of union representative or other representative (if non-unionized) in the development of an accommodation plan • How employee's personal information will remain private • How, and how often, plan will be reviewed and updated and how this is to be done. • How reasons for denied request would be communicated. • How plan will be provided to employee in a format that takes into account the employee's accessibility needs. 	Human Resources March 2015

Part III – Employment Standards – s.28 (continued)

AODA Standards / Regulation Reference o. Reg.191/11, s. 28	III: Documented Individual Accommodation Plan (continued)		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
Individual accommodation plans shall: <ul style="list-style-type: none"> • If requested, include any information regarding accessible formats and communication supports provided (as described in section 26); and • If required, include individualized workplace emergency response information (as described in section 27); and • Identify any other accommodation that is to be provided 	For each employee with an individual accommodation plan, the University shall include: <ul style="list-style-type: none"> • If required, any information regarding accessible formats and communication supports provided (as described in section 26); and • If required, include individualized workplace emergency response information (as described in section 27); and • Identify any other accommodation that is to be provided to the employee 	In developing of individual accommodation plans, the plan shall include the following if required: <ul style="list-style-type: none"> • If required, any information regarding accessible formats and communication supports provided (as described in section 26); and • If required, include individualized workplace emergency response information (as described in section 27); and • Identify any other accommodation that is to be provided to the employee 	Human Resources March 2015

Part III – Employment Standards – s.29

AODA Standards / Regulation Reference o. Reg.191/11, s. 29	III: Return-to-work Process		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
Every employer shall develop a return to work process for employees who have been absent due to a disability and require disability- related accommodations in order to return to work; and shall document the process.	The University shall develop a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work; and shall document the process.	<ol style="list-style-type: none"> Human Resources will develop a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work; and shall document the process. Documentation will be posted on Human Resources website 	Human Resources March 2015
<p>The return to work process shall:</p> <ul style="list-style-type: none"> Outline the steps the employer will take to facilitate the return to work of employees; and Use documented individual accommodation plans (as described in Section 28) as part of the process. 	<p>The return to work process shall:</p> <ul style="list-style-type: none"> Outline the steps the employer will take to facilitate the return to work of employees; and Use documented individual accommodation plans (as described in Section 28) as part of the process. 	<p>Return to Work process will include the following:</p> <ul style="list-style-type: none"> Outline the steps the employer will take to facilitate the return to work of employees; and Use documented individual accommodation plans (as described in Section 28) as part of the process. 	Human Resources March 2015
Return to work process does not replace or override any other return to work process created by or under any other statute.			Human Resources March 2015

Part III – Employment Standards – s.30

AODA Standards / Regulation Reference o. Reg.191/11, s. 30	III: Performance Management		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
The employer that uses performance management in respect to its employees shall take into account the accessibility needs of employees with disabilities; as well as individual accommodation plans, when using its performance management process.	The University will ensure that in the process of performance appraisals of employees, the accessibility needs of employees with disabilities; as well as individual accommodation plans, shall be taken into account in the performance appraisal process.	Human Resources will adjust performance appraisal forms to ensure that in the process of performance appraisals of employees, the accessibility needs of employees with disabilities; as well as individual accommodation plans, shall be taken into account in the performance appraisal process	Human Resources December 2015

Part III – Employment Standards – s.31

AODA Standards / Regulation Reference o. Reg.191/11, s. 31	III: Career Development		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
An employer shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development and advancement to its employees with disabilities.	The University shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development and advancement to its employees with disabilities.	When providing career development and advancement to its employees with disabilities, through Human Resources, accessibility needs and individual accommodation plans will be taken into account.	Human Resources December 2015

Part III – Employment Standards – s.32

AODA Standards / Regulation Reference o. Reg.191/11, s. 32	III: Redeployment		Deadline: January 1, 2014
	DELIVERABLES	ACTIVITIES	RESPONSIBILITY (mm/yyyy)
An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	In the event that the University uses redeployment, the University shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	In the event that the University uses redeployment and through Human Resources, accessibility needs of its employees with disabilities, as well as individual accommodation plans will be taken into account.	Human Resources December 2015

Customer Service Standard

Compliance Checklist

AODA Standards / Regulation Reference O. Reg.429/07, s. 3	Establishment of policies, practices and procedures	Deadline: January 1, 2010
	COMMENTS	COMPLIANCE DATE (mm/yyyy)
<p>...shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.</p>	<p>Algoma University policy "Accessibility Standards for Customer Service to Persons with Disabilities" approved and in effect for January 2010.</p> <p>Policy replaced with "Provision of University Goods and Services to Persons with Disabilities"</p>	<p>01/2010</p> <p>11/2012</p>
<p>... shall ensure that its policies, practices and procedures are consistent with the following principles:</p> <ul style="list-style-type: none"> • goods or services provided in a manner that respects the dignity and independence of persons with disabilities, • provision of goods or services must be integrated unless an alternate measure is necessary to enable a person with a disability to obtain, use or benefit from the goods or services, • Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services 	<p>These principles are incorporated in the "Provision of University Goods and Services to Persons with Disabilities" and articulated in the "Accessibility @ Algoma University" – a statement of University commitment</p>	<p>01/2010</p> <p>Revised 12/2012</p>

AODA Standards / Regulation Reference O. Reg.429/07, s. 3 (continued)	Establishment of policies, practices and procedures	Deadline: January 1, 2010
	COMMENTS	COMPLIANCE DATE (mm/yyyy)
Without limiting sections above, policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, of other measure which enable them to do so	The use of assistive devices is incorporated into the policy: “Provision of University Goods and Services to Personswith Disabilities” – Section 7 “Use of Assistive Devices”	01/2010 Revised Fall 2012
Communicating with a person with a disability shall be done in a manner that takes into account the person's disability.	Appropriate communication with a person with a disability is incorporated into the policy: “Provision of University Goods and Services to Persons with Disabilities” – Section 6 “Communication”	01/2010 Revisions Fall 2012

AODA Standards / Regulation Reference O. Reg.429/07, s. 4	Use of Service Animals and Support Persons	Deadline: January 1, 2010
	COMMENTS	COMPLIANCE DATE (mm/yyyy)
...a person with a disability accompanied by a guide dog or other service animal shall be permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is excluded by law from the premises.	The use of service animals is incorporated into the policy: “Provision of University Goods and Services to Persons with Disabilities” – Section 8	01/2010 Revisions Fall 2012
... if a service animal is excluded from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the provider's good or services.	This is articulated in the policy: “Provision of University Goods and Services to Persons with Disabilities” – Section 8	Revised Fall 2012

AODA Standards / Regulation Reference O. Reg.429/07, s. 4 (continued)	Use of Service Animals and Support Persons	Deadline: January 1, 2010
	COMMENTS	COMPLIANCE DATE (mm/yyyy)
... a person with a disability accompanied by a support person ... the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.	The use of support persons is incorporated into the policy: “Provision of University Goods and Services to Persons with Disabilities” – Section 9	01/2010 Revisions Fall 2012
.. provider of goods or services may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.	This is articulated within the policy: “Provision of University Goods and Services to Persons with Disabilities” – Section 9	01/2010 Revisions 2012
... provider of goods or services shall ensure that notice is given in advance about any fee for admission to premises in respect to the support person	This is articulated within the policy: “Provision of University Goods and Services to Persons with Disabilities” – Section 9	01/2010 Revisions 2012
... provider of goods or services shall prepare one or more documents describing its policies and practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.	This is articulated within the policy: “Provision of University Goods and Services to Persons with Disabilities”	01/2010 Revisions 2012

AODA Standards / Regulation Reference O. Reg.429/07, s. 5	Notice of Temporary Disruption	Deadline: January 1, 2010
	COMMENTS	COMPLIANCE DATE (mm/yyyy)
<p>... if in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services and if there is a temporary disruption in those facilities or services, whether in whole or in part, the provider shall give notice of the disruption to the public.</p>	<ol style="list-style-type: none"> 1. University will provide notice of service disruption (including information, reason, anticipated duration, and alternative services) on appropriate websites/services 2. University will provide notice of service disruption (including information, reason, anticipated duration, and alternative services) on the premises 	<ol style="list-style-type: none"> 1. Marketing and Communications Completed: January 1, 2014 2. Physical Plant Completed: January 1, 2014
<p>... Notice of the disruption must include information about the reason for the disruption, anticipated duration of the disruption and a description of alternative facilities or services, if any, that are available</p>		
<p>... Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider's website, or by such other method as is reasonable in the circumstances.</p>	<p>This is incorporated into the policy: “Provision of University Goods and Services to Persons with Disabilities”</p>	<p>01/2010 Revisions Fall 2012</p>
<p>... provider of goods or services shall prepare one or more documents describing its policies and practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.</p>	<p>This is incorporated into the policy: Replaced with “Provision of University Goods and Services to Persons with Disabilities”</p>	<p>01/2010 Revisions Fall 2012</p>

AODA Standards / Regulation Reference O. Reg.429/07, s. 6	Training for Staff	Deadline: January 1, 2010
	COMMENTS	COMPLIANCE DATE (mm/yyyy)
<p>... every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:</p> <ul style="list-style-type: none"> • every person who deals with members of the public or other third parties on behalf of the provider, whether the person is an employee, agent, volunteer or otherwise • every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties 	<p>Training for Staff on the provision of the University's goods or services to persons with disabilities is articulated in the University policy "Provision of University Goods and Services to Persons with Disabilities." The policy articulates to whom the training is provided.</p>	<p>03/2010</p> <p>Revisions Fall 2012</p>
<p>... training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following:</p> <ul style="list-style-type: none"> • how to interact and communicate with persons with various types of disabilities • how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person • how to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability • what to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services 	<p>The type of training provided and the content thereof is articulated in the University policy "Provision of Goods and Services to Persons with Disabilities"</p>	<p>03/2010</p> <p>Revisions Fall 2012</p>

AODA Standards / Regulation Reference O. Reg.429/07, s. 6 (continued)	Training for Staff	Deadline: January 1, 2010
	COMMENTS	COMPLIANCE DATE (mm/yyyy)
... training must be provided to each person as soon as is practicable after he or she is assigned the applicable duties	Timing of training is incorporated into Section 11 of University policy " Provision of University Goods and Services to Persons with Disabilities "	01/2010 Revisions Fall 2012
... training must be provided on an on-going basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities	On-going training is incorporated into Section 11 of University policy: " Provision of University Goods and Services to Persons with Disabilities "	01/2010 Revisions Fall 2012
... provider of goods or services shall prepare one or more documents describing its policies and practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.	Training for staff is incorporated into overall policy under Section 11 of the University policy: " Provision of University Goods and Services to Persons with Disabilities "	01/2010 Revisions Fall 2012
... provider of goods or services shall keep records 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	Keeping a record of training is incorporated into Section 11 of the University policy: " Provision of University Goods and Services to Persons with Disabilities "	01/2010 Revisions Fall 2012

AODA Standards / Regulation Reference O. Reg.429/07, s. 7	Feedback process for providers of goods or services	Deadline: January 1, 2010
	COMMENTS	COMPLIANCE DATE (mm/yyyy)
... every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public	Communication about a feedback process is incorporated into the policy: “Provision of University Goods and Services to Persons with Disabilities”	01/2010 Revisions Fall 2012
... feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or otherwise	Incorporated into section 12 of the policy: “Provision of University Goods and Services to Persons with Disabilities”	01/2010 Revisions Fall 2012
... feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received	Incorporated into section 12 of original policy: “Provision of University Goods and Services to Persons with Disabilities”	01/2010 Revisions Fall 2012
... provider of goods or services shall prepare one or more documents describing its policies and practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.	Feedback process is incorporated into overall policy under Section 12 of the University policy: “Provision of University Goods and Services to Persons with Disabilities”	01/2010 Revisions Fall 2012

AODA Standards / Regulation Reference O. Reg.429/07, s. 8	Notice of availability of documents	Deadline: January 1, 2010
	COMMENTS	COMPLIANCE DATE (mm/yyyy)
... shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request.	Public notice regarding the availability of documentation and the University's policy arising from the Accessibility Standards for Customer Service Regulation (429/07) is posted on the University website. The policy " Provision of University Goods and Services to Persons with Disabilities " incorporates the availability and format of documents. This is posted on the Accessibility website.	Fall 2012
... Notice of availability of documents must be given by posting the information at a conspicuous place on premises, by posting it on the provider's website, or by such other method as is reasonable in the circumstances.	See above	Fall 2012

AODA Standards / Regulation Reference O. Reg.429/07, s. 9	Format of Documents	Deadline: January 1, 2010
	COMMENTS	COMPLIANCE DATE (mm/yyyy)
... if a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.	Appropriate format of documents is articulated in the policy: " Provision of University Goods and Services to Persons with Disabilities "	Revisions Fall 2012
... the provider of goods or services and the person with a disability may agree upon the format to be used for the document or information	See above	Revisions Fall 2012

Algoma University's Timelines for Compliance with the Accessibility Standards for Customer Service (429/07) and the Integrated Accessibility Standards (191/11)

Conclusion

Over the past ten years, Algoma University has made improvements towards improving accessibility within the Algoma community. We will continue our efforts in ensuring that we meet the accessibility needs of our campus community. This will be done in consultation with all university stakeholders including students, staff and faculty. The implementation of our continued and collective efforts will evolve while meeting the provincial standards of accessibility.

The Algoma community is committed to ensuring that we continue to address accessibility issues on our campus and that the importance of removing barriers of accessibility is communicated with the expectation of providing for a safe environment.

The Multi-Year Accessibility Plan provides the university with a guideline of initiatives and strategies to mitigate barriers to accessibility while promoting an accessible university community which is conducive to learning.