

ACCESS•ABILITY AT YORK

Requirements of the Accessibility for Ontarians with Disabilities Act (the "AODA") & Ontario Human Rights Code (the "Code")



VARI HALL

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This document is available in alternative formats upon request. For further information, please contact aodainfo@yorku.ca.

What Does the AODA Mean?

PURPOSE

The AODA is a law aimed at preventing and eliminating barriers thereby fostering inclusion for persons with disabilities. It was enacted in 2005 with the goal of improving accessibility for all Ontarians by 2025.

York University ("York") is committed to compliance with the AODA, the Code as well as York's policies on accommodating persons with disabilities.

York's commitment to meet the accessibility needs of persons with disabilities is articulated in the Statement of Commitment: Accessibility for Persons with Disabilities. In accordance with the AODA and the Code, York recognizes the dignity and worth of every person.

This brochure provides training on the requirements of AODA "Customer Service Standard" and "Integrated Accessibility Standards Regulation" (the IASR) as well as the Code requirements related to disability.

As additional information about accessibility becomes available it can be found at York's Accessibility Hub: www.accessibilityhub.info.yorku.ca. You may also email aodainfo@yorku.ca with requests for additional information or to request a copy of this brochure in an accessible format.

What is A Disability?

The term disability covers a broad range and degree of conditions, some of which may be visible and others which may be invisible. A disability may have been present from birth or caused by an accident or developed over time. A detailed and descriptive definition of "disability" can be found in both the AODA and the Code. To view the definition, please click the following links:

The Code:

www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm

The AODA:

www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

Persons with disabilities also have the right to equitable treatment and equal access to facilities and services, including those located at and provided by York. York's policies, which incorporate the Code, require that accommodation is provided for persons with disabilities in order to promote better participation in York's academic and extracurricular activities.

The Code and Disability

The Code provides for equal rights and opportunities and freedom from discrimination for everyone in Ontario. York is committed to ensuring that all York community members, including students, staff and faculty, receive equal treatment without discrimination on the basis of the enumerated Code grounds, including disability. The Code applies to employment, housing, the provision of services and goods, the use of facilities, contracts, and vocational associations, and states that persons with disabilities must be accommodated to the point of undue hardship. The duty to accommodate means that York has an obligation to take steps to eliminate barriers, rules and practices that create a disadvantage for people with disabilities who work, live, and study at York or who access York's services. The Code and York's policies recognize that people have differing individual needs which have to be considered.

What is the Customer Service Standard?

In 2008 the Customer Service Standard became the first regulation to come into force under the AODA. The Customer Service Standard applies to all public and private service providers and requires that York do the following:

Establish Customer Service Policies

York has developed policies, practices and procedures to ensure access to goods and services by persons with disabilities in an integrated manner which respects the dignity and independence of the individual. Procedures have been developed to deal with persons with disabilities who use assistive devices to obtain, use or benefit from goods and services provided by York. These policies including the Accessibility for Persons with Disabilities, Customer Service Guideline, are posted on the Accessibility Hub:

www.accessibilityhub.info.yorku.ca/

Use of Support Persons or Service Animals

York is required to permit persons with disabilities to be accompanied by support persons or service animals. Service animals are permitted when a member of the York Community is accessing University services, programs and facilities unless the animal is otherwise excluded by law. York has posted guidelines regarding the use of support persons or service animals. Those guidelines can be found here: www.accessibilityhub.info.yorku.ca/tips-for-customer-service/

Notify Public of Service Disruptions

York must notify the public of temporary disruptions in facilities/services used in particular by persons with disabilities. York provides notice of service disruptions which include information about the reason for the disruption, how long the disruption will last, and a description of any alternative facilities or services available. York has an online service disruption tool on its Accessibility Hub: www.accessibilityhub.info.yorku.ca

Provide Training

York provides training to all persons who interact with the public on York's behalf as well as participate in developing policies, practices and procedures regarding the provision of goods and services to persons with disabilities. Training will occur on an ongoing basis in order to incorporate changes to policies, practices and procedures. York has:

- Incorporated the AODA Customer Service into new employee orientation;
- Posted training information on the accessibility page of the YU Link.

Receive and Respond to Feedback

York has established a process for receiving and responding to feedback from persons with disabilities. York has established the following:

- Dedicated email (aodainfo@yorku.ca) for the community to address questions or concerns;
- Online feedback forms for individuals to communicate feedback on specific policies, procedures, governance or compliance issues as well as experiences interacting with areas at the University. These forms can be found here: www.accessibilityhub.info.yorku.ca/feedback-form/;
- Tent cards are placed throughout York identifying that the areas being entered have been educated in customer service training as per the legislation.

Notify Public of Availability of Documents

York is required to notify the public that customer service standard documents are available upon request. York has posted the documents prepared in compliance with the Customer Service Standard on the Accessibility Hub: www.accessibilityhub.info.yorku.ca

See Customer Service Standard:

www.e-laws.gov.on.ca/html/regs/english/elaws_regs_070429_e.htm

What is the Integrated Accessibility Standards Regulation (IASR)?

The IASR under the AODA provides the standards of accessibility for Information and Communications, Employment, Transportation and Built Environments. York has a responsibility to meet the following legislative requirements to accommodate persons with disabilities as per the IASR and has taken action to meet these conditions:

GENERAL REQUIREMENTS

Establish Accessibility Policies

York is required to develop, implement and maintain policies related to how the University has and will continue to achieve accessibility. These policies are posted on the Accessibility Hub: www.accessibilityhub.info.yorku.ca Documents can be provided in an accessible format upon request.

Organizational Commitment

York has developed and posted "York University's Statement of Commitment" which guides York's accessibility mandate. The Statement can be found on the Accessibility Hub: www.accessibilityhub.info.yorku.ca.

Development of Multi-Year Accessibility Plan and Annual Status Report

York has worked with committees and local departments to develop the Multi-Year Plan to achieve AODA compliance. The Multi-Year Plan is posted on the York University website.

<http://accessibilityhub.info.yorku.ca/files/2013/12/York-Universitys-Multi-Year-Accessibility-Plan-2013-20181.pdf>

Procurement Services

York uses guidelines and checklists to consider accessibility features in procurement processes and uses accessible language in documents relating to the procurement of goods and services.

Training Requirements

York is developing and providing training on the IASR and the Code regarding accessibility requirements and standards. This brochure is one tool used to conduct required training.

www.accessibilityhub.info.yorku.ca

INFORMATION AND COMMUNICATIONS STANDARDS

Receive and Respond to Feedback

York has established an accessible process for receiving and responding to feedback from persons with disabilities. A dedicated email (aodainfo@yorku.ca) exists to address questions or concerns. Furthermore, online feedback forms are available to communicate feedback on specific policies, procedures, governance or compliance issues as well as experiences interacting with areas at the University. These forms can be found here:

www.accessibilityhub.info.yorku.ca/feedback-form/

Provide Accessible Formats and Communication Supports

York is implementing communication procedures to assist the University in providing clear, accessible and timely information and communication to the public.

Follow Web Accessibility Guidelines

York has developed strategies to implement new internet websites and web content to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and eventually increasing to Level AA. <http://aodaweb.blog.yorku.ca/>

Accessibility Training for Educators

York partnered with the Council of Ontario Universities to develop and launch the Educators' Accessibility Resource Kit to provide training to educators on accessibility awareness related to accessible program or course delivery and instruction. The Resource Kit is available here:

<http://www.cou.on.ca/accessibility>

See also: <http://teachingcommons.yorku.ca>

Provide Educational and Training Materials

York provides educational materials such as textbooks, course readings and other library holdings in accessible formats that take into account individual accessibility needs. Students requiring alternate formats are required to register with Disability Services in Counselling & Disability Services, while faculty and staff can first contact the Employee Well Being Office. York University Libraries provide secure online delivery of texts through its Papyrus system. York University Libraries also collaborate with the York Bookstore to provide digital formats of course packages.

Provide Accessible Library Resources

For registered users, York's Library will:

- Provide scanned copies of library holdings;
- Seek publishers' files upon presentation of proof of purchase for non-library holdings;
- Provide training to ensure the full use of accessible e-journal collections;
- Favour vendors and platforms with the fewest barriers to accessible tools;
- Participate in the Alternate Education Resources Ontario and Accessible Contents E-portal.

Educate About Emergency Procedures

York will provide public emergency procedures, plans and public safety information in accessible formats or with communication supports upon request.

The Emergency Preparedness Guide is available at:

www.yorku.ca/epp/documents/Guide_for_People_with_Disabilities.pdf

The Guide is available in accessible formats and with communication supports upon request.

EMPLOYMENT STANDARDS

Accommodation in the Hiring Process

York is committed to notifying employees and the public of accommodation in its recruitment and hiring process. York has also made the following policies available online: Accessibility for Persons with Disabilities, Statement of Commitment; Accommodation in Employment for Persons with Disabilities; Accommodation in Employment for Persons with Disabilities, Procedures. A statement regarding accommodation is included in all job postings.

Accessibility for Persons with Disabilities, Statement of Commitment:

www.yorku.ca/secretariat/policies/document.php?document=153

Accommodation in Employment for Persons with Disabilities:

www.yorku.ca/secretariat/policies/document.php?document=2

Accommodation in Employment for Persons with Disabilities, Procedures:

www.yorku.ca/secretariat/policies/document.php?document=43

Accommodation in the Recruitment Process

York is developing an interview best practices tip sheet for hiring managers to outline accommodation requirements, if necessary. An interview invitation template has been posted and includes notification that accommodation for candidates is available upon request.

Successful Applicants

Offer letters for non-academic employees include links to York's policies and procedures on accommodation. A statement of accommodation is included in all offer letters.

Employee and New Employee Information

Orientation for all new employees includes AODA discussions and the required provision of AODA training materials.

Individual Accommodation Plans

York has implemented a process for the development of individual accommodation consistent with the AODA as part of the disability management program. The link to the program can be found here:

www.yorku.ca/hr/tmss/employees/DMPPProgramDetailsEmployees.html

Return to Work

York's disability support program provides a framework in which the Employee Well Being Office and managers can facilitate the return to work of employees who have not lost their job rights.

Job Performance Information

Managers will arrange for job performance and general information to be provided to all employees with disabilities in an accessible format and with communication supports upon request.

Performance Management

York's performance management process is posted on YU Link. Managerial training regarding performance management instructs managers to consider individual accommodation plans and to continuously research best practices to comply with AODA requirements.

Career Development

Managerial training at York regarding career advancement will instruct the managers to consider individual accommodation plans.

Redeployment

Talent Acquisition and Development will assess computing skills based on the accommodation provided in the current workplace. In case of re-organization/process changes, the unit manager is responsible for any AODA accommodations/requirements.

Emergency Response Information

York will provide individualized workplace emergency response information to employees with disabilities in an accessible format with communication supports upon request.

Emergencies

York is updating emergency procedures to ensure information is available in accessible formats upon request.

www.yorku.ca/epp/documents/Guide_for_People_with_Disabilities.pdf

TRANSPORTATION STANDARDS

Provide Accessible Transportation

When providing transportation services, York will arrange for accessible vehicles upon request. This includes:

- Complimentary shuttles to the GO train station using wheelchair accessible vehicles;
- Shuttle service between Glendon and Keele using wheelchair accessible vehicles;
- VANGO Service is available to assist persons with disabilities.

BUILT ENVIRONMENT STANDARDS

Design of Public Spaces

York is committed to ensuring that public spaces are free of barriers. The standards currently address removing barriers for people with disabilities that exist in public spaces. The building standards will be addressed at a later date through amendments to the Ontario Building Code. Campus Services and Business Operations (CSBO) at York reviews all renovation projects with a focus on creating a barrier-free environment.

See the IASR at:

www.e-laws.gov.on.ca/html/regs/english/elaws_regs_110191_e.htm

How Does the IASR Relate to the Code?

In Section 1(2) the IASR states that, “the requirements in the standards set out in this Regulation are not a replacement or substitution for the requirements established under the *Human Rights Code* nor do the standards limit any obligations owed to persons with disabilities under any other legislation.”

The IASR and the AODA were developed to complement and support the Code. The Code takes precedence in Ontario.

ACCESSING SERVICES:

See the York University Accessibility Hub at:

www.accessibilityhub.info.yorku.ca

- www.accessibilityhub.info.yorku.ca/feedback-form/
- www.accessibilityhub.info.yorku.ca/tips-for-customer-service/

- www.yorku.ca/epp/documents/Guide_for_People_with_Disabilities.pdf
- www.yorku.ca/hr/tmss/employees/DMPPProgramDetailsEmployees.html
- <http://www.cou.on.ca/accessibility>
- <http://teachingcommons.yorku.ca>
- <http://aodaweb.blog.yorku.ca>

Students requiring academic accommodation due to the impact of their disability should contact Disability Services. More information about those services is available at: <http://ds.info.yorku.ca/>

LEGISLATION AND POLICIES:

The Code

www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm or www.ohrc.on.ca

The AODA

www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm or www.accesson.ca/mcss/english/pillars/accessibilityOntario

The IASR

www.e-laws.gov.on.ca/html/regs/english/elaws_regs_110191_e.htm

Customer Service Standard

www.e-laws.gov.on.ca/html/regs/english/elaws_regs_070429_e.htm

York University Accessibility for Persons with Disabilities, Customer Service Guideline

www.yorku.ca/secretariat/policies/document.php?document=156

York University Policy on Accommodation in Employment for Persons with Disabilities:

www.yorku.ca/secretariat/policies/document.php?document=2

York University Accessibility for Persons with Disabilities, Statement of Commitment:

www.yorku.ca/secretariat/policies/document.php?document=153

Accommodation in Employment for Persons with Disabilities, Procedures:

www.yorku.ca/secretariat/policies/document.php?document=43

York University Policy on Academic Accommodation for Students with Disabilities:

www.yorku.ca/secretariat/policies/document.php?document=68

York University Policy and Guidelines on the Conduct of Examinations:

www.yorku.ca/secretariat/policies/document.php?document=80



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