York University's Multi Year Accessibility Plan

2013 - 2018

Accessibility Standards for Customer Service

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
1. Establish policies, practices and procedures outlining how York will provide goods or services to persons with disabilities in an integrated manner that respect the dignity and independence of the individual and provide persons with disabilities an equal opportunity to use the goods or services. To adopt policies addressing the use of assistive devices by persons with disabilities to access University goods and services. (O. Reg. 429/07, s. 3)	Prepare and post document of policies, practices and procedures developed to ensure access to goods or services to persons with disabilities. http://accessibilityhub.info.yorku.ca/. Policies are developed to deal with persons with disabilities who use assistive devices to obtain, use or benefit from its goods and services.	January 1, 2010	Office of the University Secretary and General Counsel (policies) Local areas (procedures)	York policies posted on website.	Complete
2. Permit persons with disabilities to be accompanied by support persons or service animals. Service animals are permitted when accessing University services, programs and facilities unless the animal is otherwise excluded by law. (O. Reg. 429/07, s. 4)	York will ensure that persons with disabilities will be allowed to bring support persons or service animals on University premises. If service animals are not permitted to enter an area of the University, an appropriate alternative must be made available. A document with this information will be provided, upon request.	January 1, 2010	Pan-University	In 2010 guidelines regarding the use of support persons or service animals were posted. Guidelines continue to be in effect. http://accessibilityhub.info.yorku.ca/tips-for-customer-service/	Ongoing
3. Notify the public of temporary disruptions in facilities/services used in particular by persons with disabilities. (O. Reg. 429/07, s. 5)	Notice of service disruptions will include information about the reason for the disruption, how long the disruption will last, and a description of any alternative facilities or services available.	January 1, 2010	Pan-University	Online service disruption tool http://accessibilityhub.info.yorku.ca/available. Identified administrators have access to post on this site and notify York community of service disruptions.	Ongoing
4. Provide training to individuals that interact with members of the public or participate in policy and program development. (O. Reg. 429/07, s. 6)	Training is provided to all persons who interact with the public on York's behalf as well as participate in developing policies, practices and procedures regarding the provisions 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.	January 1, 2010	**Development:** Human Resources and Centre for Human Rights **Implementation:** Provost for academic employees Human Resources for non-academic employees	Training information, including required training modules, have been posted on the accessibility page of the intranet. York University incorporated the AODA Customer Service training modules into new employee orientation. Training completion rates are reviewed quarterly and email reminders sent to Divisional Executive Officers. Strategies are being considered to improve completion rates.	Ongoing Training completion rates are reviewed quarterly

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
5. Implement a process for receiving and responding to feedback regarding the provision of goods and services to persons with disabilities. Feedback may be provided in person, by telephone, in writing or electronically. (O. Reg. 429/07, s. 7)	Establish a process for receiving and responding to feedback to persons with disabilities. Feedback process available on accessibility website.	January 1, 2010	Pan – University	A dedicated email aodainfo@yorku.ca has been established for the community to address questions or concerns. Online feedback forms http://accessibilityhub.info.yorku.ca/feedback/ available for individuals to communicate feedback on specific policies, procedures, governance or compliance issues as well as experiences interacting with areas at the University. Tent cards are placed throughout York identifying that the area being entered has been educated in customer service training as per legislation.	In place and ongoing
6. Notify the public that customer service standard documents are available, upon request. (O. Reg. 429/07, s. 7)	All customer service standard documents will be posted on accessibility website. http://accessibilityhub.info.yorku.ca/	January 1, 2010	Office of the University Secretary and General Counsel	York University has posted the documents prepared in compliance with the Customer Service Standards. http://accessibilityhub.info.yorku.ca/	In place and ongoing

Integrated Accessibility Standards - General

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
1. Establish accessibility policies and procedures outlining how York will develop, implement and maintain legislation. (O. Reg. 191/11, s. 3)	Develop, implement and maintain policies related to how the University has and will continue to achieve accessibility. Provide document to public in an accessible format upon request.	January 1, 2013	Office of the University Secretary and General Counsel (policies) Local areas (procedures)	York University's accessibility policies are posted on website. http://accessibilityhub.info.yorku.ca/	Ongoing
2. Provide a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner. (O. Reg. 191/11, s. 3)	Develop a statement of commitment that will guide York's mandate to meet the accessibility needs of persons with disabilities. Provide document to public in an accessible format upon request.	January 1, 2013	Office of the University Secretary and General Counsel	York University's Statement of Commitment was posted in 2010.	Complete
3. Develop a multi-year accessibility plan and annual status report. (O. Reg. 191/11, s. 4)	Establish, implement and maintain a multi-year accessibility plan that addresses strategies to remove and/or prevent barriers. Post multi-year plan on website. Review and update plan every five (5) years. Provide document in accessible format upon request.	January 1, 2013	Office of the University Secretary and General Counsel	Work with coordinating committee and local areas to develop multi-year plan for compliance. Multi-year plan to be posted on York University's website.	In place and ongoing
4. Procure or acquire goods, services, facilities and Self-Service Kiosks to include accessibility criteria. (O. Reg. 191/11, ss. 5 and 6)	Incorporate accessibility requirements when acquiring or purchasing goods or services. RFPs to include language with respect to accessibility as required.	January 1, 2013	Procurement	Guidelines and checklists for meeting accessibility obligations in procurement; as well as accessibility language for procurement documents have been adopted by Procurement, as applicable.	In place and ongoing
5. Provide training on the requirements of the Integrated Accessibility Standard and on the *Human Rights Code* as it pertains to persons with disabilities. (O. Reg. 191/11, s. 7)	Develop and provide training to all employees, volunteers, persons who participate in developing policy; all persons who provide goods, services or facilities on behalf of York University regarding the requirements of the accessibility standards as it relates to persons with disabilities. Records to be maintained on training provided.	January 1. 2014	**Development:** Human Resources and Centre for Human Rights **Implementation:** Provost for academic employees Human Resources for non-academic employees	Human Resources, together with the Centre for Human Rights will develop a training module and implement training plans.	In progress

Integrated Accessibility Standards - Information & Communications

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
1. Implement a process for receiving and responding to feedback that is accessible to persons with disabilities or arrange for accessible formats and communications supports, upon request. (O. Reg. 191/11, s. 11)	York to establish an accessible process for receiving and responding to feedback with persons with disabilities. Feedback process to be available on accessibility website.	January 1, 2014	Pan-University	A dedicated email aodainfo@yorku.ca has been established for the community to address questions or concerns. Online feedback forms http://accessibilityhub.info.yorku.ca/feedback-form/ available for individuals to communicate feedback on specific policies, procedures, governance or compliance issues as well as experiences interacting with areas at the University.	In progress
2. Provide or arrange for accessible formats and communication supports for persons with disabilities, upon request. (O. Reg. 191/11, s. 12)	Implement procedures regarding provision of clear, accessible and timely information and communication to the public.	January 1, 2015	Pan-University	We currently provide customer service standard required documents in alternate format upon request.	Strategies to be developed
3. Provide emergency procedures, plans or public safety information that is made available to public in accessible formats or with communication supports, upon request. (O. Reg. 191/11, s. 13)	Update emergency procedures and ensure information is made available in accessible formats upon request.	January 1, 2012	Emergency Preparedness Office	Emergency Preparedness Guide for People with Disabilities was created by the Office of Emergency Preparedness and made available online http://www.yorku.ca/epp/documents/Guide_for_People_with_Disabilities.pdf York is aware of the requirements of this legislation and will make arrangements to provide in accessible formats or with communication supports, upon request.	Ongoing
4. Develop and implement 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 increasing to Level AA. (O. Reg. 191/11, s. 14)	York will develop websites that comply with WCAG 2.0 standard. New website content published after January 1, 2014 will be developed in accordance with WCAG2.0.	January 1, 2014, new internet websites and web content January 1, 2021, all internet websites and web content published after January 2012	UIT	UIT staff has been reviewing the AODA regulations and York University's practices for maintaining public websites with the goal of developing and implementing a strategy for AODA compliance across the University. UIT's strategy will primarily focus on educating staff across the campus on website maintenance practices that keep sites AODA compliant. UIT will also ensure that all templates are complaint and barrier free.	In progress

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
5. Provide educational and training resources or materials in an accessible format that takes into account individual accessibility needs, upon request Provide students records, program requirements and description in an accessible format, upon request. (O. Reg. 191/11, s. 15)	Arrange for the provision of comparable accessible formats through Library Accessibility Services.	January 1, 2013	Vice President Academic and Provost Registrar's Office	Provide scanned copies of library holdings. Provide secure web delivery of all student texts via York University Library's (YUL) Papyrus System. Provide information literacy and search skills training to ensure full use of YUL's growing accessible ejournal collections. York is aware of the requirements of this legislation and will make arrangements to provide material in accessible formats or with communication supports, upon request.	In place and ongoing
6. Provide training to educators on accessibility awareness related to accessible program or course delivery and instruction. (O. Reg. 191/11, s. 16)	Training in the form of a tool kit on accessible instruction is provided to instructors. Records of the training are kept.	January 1, 2013	Vice President Academic and Provost and Faculty Relations	York has partnered with the Council of Ontario Universities (COU) to develop and launch the Educators' Accessibility Resource Tool Kit. York will introduce the tool kit to all new academic employees in their orientation. The tool kit will also be included in courses and workshops for faculty and graduate students. York will provide associate deans, departmental chairs and graduate program directors with training on the use of the Educator's Accessibility Resource Kit. The Office of the Vice-Provost Academic and the Teaching Commons will maintain records regarding training.	In place and ongoing
7. Provide York produced textbooks and print-based educational supplementary learning resources in accessible format, upon request. (O. Reg. 191/11, s. 17)	York to produce supplementary course packages in accessible formats.	January 1, 2015	Printing Services	Course packages are currently converted from print to digital format and forwarded to Library Accessibility Services for converting to accessible formats. York is developing a system that course packages would be available in an electronic and accessible format, eliminating a conversion from print. Packages would be operated by the course management system Moodle.	Ongoing

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
8. Develop library procedures to provide, procure or acquire print materials in accessible or conversion ready format, upon request. (O. Reg. 191/11, s. 18)	Implement Library procedures for the provision, procurement, or acquisition of print resources in an accessible format.	January 1, 2015 January 1, 2020	Vice President Academic and Provost	Provide scanned copies of library holdings.	Ongoing
				Seek published files upon presentation of student proof of purchase for non-library holdings.	Ongoing
				Provide secure web delivery of all student texts via YUL's Papyrus System.	Initiated June 2011
				Provide information literacy and search skills training to ensure full use of YUL's growing accessible ejournal collections.	Ongoing
				Continue to expand library collection development and licensing practices to favour vendors and platforms with the fewest barriers to accessibility tools.	Ongoing
				Advocate across campus for provision of syllabi at least four (4) weeks prior to first class.	Planning
				Exploring participation in Ontario-wide accessible text repository pilots including Alternate Education Resources Ontario (AERO), Accessible Content E-Portal (ACE), Ontario Council of University Libraries (OCUL) and Scholars' Portal.	AERO ongoing; in process of applying to be an ACE founding site

Integrated Accessibility Standards - Employment

	Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
1.	Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. (O. Reg. 191/11, s. 22)	Hiring managers are aware of the requirements and should notify candidates that York provides accommodation.	January 1, 2014	Provost for academic employees Recruitment and Hiring Managers for non-academic employees	Links to the following University Policies: can be accessed on the Careers page website under "Links". Accessibility for Employees, Statement of Commitment Accommodation in Employment for Persons with Disabilities Accommodation in Employment for Persons with Disabilities, Procedures A statement regarding accommodation has been added to all job postings.	In progress and on track for compliance
2.	Notify job applicants during the recruitment process that accommodations are available upon request when individual is selected in the assessment process. Consult with the applicant and provide suitable accommodation in a manner that takes into account the applicants accessibility needs due to disability. (O. Reg. 191/11, s. 23)	Hiring managers are aware of the requirements and should notify candidates that York provides accommodation during the interview / selection process.	January 1, 2014	Provost for academic employees Recruitment and Hiring Manager for non-academic employees	Academic employees: Departments contact short-listed applicants for faculty and librarian appointments to inquire whether the applicants have accommodation needs and advise that accommodation will be available An Non-academic employees: An Interview Invitation Template has been posted on the Manager Secure Site and on YU Link Resources for Managers, which includes notification that accommodation is available, upon request.	In progress and on track for compliance
3.	Notify successful applicants of policies for accommodating employees with disabilities. (O. Reg. 191/11, s. 24)	Provide offer letter to non-academic employees informing them of a link to York's Policies and Procedures home page, where employees can find Accommodation in Employment for Persons with Disabilities and Accommodation in Employment for Persons with Disabilities, Procedures.	January 1, 2014	Provost for academic employees Recruitment and Hiring Manager for non-academic employees	A statement of accommodation is included in all offer letters.	In progress and on track for compliance
4.	Inform employees of policies used to support employees with disabilities. Provide the information required to new employees as soon as practicable after they begin and provide updated information when changes to policies occur. (O. Reg. 191/11, s. 25)	Orientation for all new employees regarding policies of employment equity and accommodation.	January 1, 2014	Provost for academic employees Recruitment and Hiring Manager for non-academic employees	Relevant policies are reviewed during orientation for all new employees.	In progress and on track for compliance

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
5. Provide or arrange for accessible formats and communication supports upon request for information required to perform job or for general information provided to employees, upon request. (O. Reg. 191/11, s. 26)	Ensure process to provide supports are in place.	January 1, 2014	Pan-University	Educate managers and central University offices about these requirements over the next year.	In progress and on track for compliance
6. Provide individualized workplace emergency response information to employees with known disability. Also, to provide, if required, emergency response information to person designated to provide assistance to employee. York will review the individualized workplace emergency response information. (O. Reg. 191/11, s. 27)	Implement emergency preparedness plans and programs. Request that employees identify their accessibility needs and if they require assistance/accommodations during an emergency. Include accommodations in the emergency preparedness program.	January 1, 2012	Employee Well Being Office and Pan-University	Employees have an opportunity to discuss any concerns with emergency response concerns during an accommodation meeting. Any specific identified response measures will be included in the documented accommodation plan as required.	In progress and on track for compliance
7. Implement a process for documented individual accommodation plans for employees with disabilities. The process for the development of individual accommodation plans will include the following: • the employee requesting accommodation will participate to develop the individual accommodation plan; • the employee will be assessed individually; • the employer can request evaluation by an outside medical or other expert; • the employee can request representation from their bargaining unit; • the employee's personal information will be protected; • individual accommodation plans will be reviewed and updated; • if an accommodation plan is denied, the employee will receive reasons for the denial; and • the plan will be provided in a format that takes the employee's accessibility needs into account. (O. Reg. 191/11, s. 28)	Ensure process of documented individual accommodation plans are integrated in the University's Policies and Guidelines.	January, 1, 2014	Employee Well Being Office	Disability support is in place to validate and document the accommodation process, roles and responsibilities for all stakeholders. The disability support promotes assessment of individual needs and a supportive framework for employees requesting accommodation. Third party service providers are in place to obtain expert external medical opinion as required. Safeguards are in place to protect the employee's personal information. Accommodation plans are implemented and takes the employee's accessible needs into consideration.	In progress and on track for compliance

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
8. Develop a process for employees who are returning to work due to a disability and require disability related accommodations. Include outline of steps that that York will take to facilitate return to work while taking individual accommodation plan into consideration. (O. Reg. 191/11, s. 29)	Create and maintain return to work process. Ensure existing return to work programs address steps required to address accommodation needs.	January, 1, 2014	Employee Well Being Office and Pan-University	EWO assists departments in facilitating the return to work of employees in accordance with the disability supports. .	In progress and on track for compliance
9. Consider accessibility needs of employees with disabilities as well as individual accommodation plans when using performance management process. (O. Reg. 191/11, s. 30)	York to consider employee accessibility needs when providing performance management. Process to be documented and communicated to employees and management that deal with performance management activities.	January, 1, 2014	Learning and Organization Development (L&OD) and Local Manager	Electronic performance management process is posted on the intranet. Managerial training regarding performance management will instruct managers to consider individual accommodation plans. Continuously research best practices to comply with AODA requirements.	In progress and on track for compliance
10. Consider accessibility needs as well as individual accommodation plans when assessing career development and advancement of employees with disabilities. (O. Reg. 191/11, s. 31)	York to consider employee accessibility needs when providing career development. Processes to be documented and communicated to employees and management that deal with career development and development.	January, 1, 2014	Workforce Planning and Recruitment and Learning and Organization Development (L&OD)	Managerial training regarding career and advancement will instruct managers to consider individual accommodation plans. Multiple choice job skills assessments will be available in text format L&OD webpages indicate accommodation is available, upon request.	In progress and on track for compliance
11. Take into account accessibility needs of employees with disabilities as well as individual accommodation plans when considering redeployment of employees. (O. Reg. 191/11, s. 32)	York to consider employee accessibility needs when redeployed. Processes to be documented and communicated to employees and management that deal with redeployment.	January, 1, 2014	Unit Manager, Learning and Organization Development (L&OD)	L&OD will assess computing skills based on the accommodation provided in the current workspace. In the case of re-organization/process changes, the unit manager is responsible for any AODA accommodations/requirements.	In progress and on track for compliance

Integrated Accessibility Standards - Transportation

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
1. When providing transportation services, will arrange for accessible vehicles upon request. (O. Reg. 191/11, s. 76)	York to provide accessible transportation services upon request for employees and students.	January, 1, 2011	Transportation Services	Transportation Services offers various services to meet the various needs of the community. Transportation services offer complimentary shuttles to the GO Train Station, a shuttle service between the Glendon-Keele campuses. This campus shuttle service operates using wheelchair accessible vehicles. Also available is the VANGO service designed to assist persons with disabilities with on campus mobility.	In place and ongoing