

**York University**  
**Accessibility Report 2021**

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## **Summary**

York University continues to work toward making the University an accessible environment for all persons. The University is committed to meeting the requirements outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This report highlights these standards and measures taken by York to date to meet the requirements of the Integrated Accessibility Regulation.

## **Report on the Integrated Accessibility Regulation**

### **Customer Service**

York University has continued the actions below in furtherance of its compliance with the Customer Service Standard:

- Providing training to all persons who are able to influence policy decisions and who interact with the public on York's behalf.
- Incorporating the AODA Customer Service training modules into new employee orientation.
- Posting training modules on the accessibility page of the intranet.
- Creating a [website](#) identifying accessibility tools and resources.
- Implementing an online mechanism for providing notice of and posting service disruptions.
- Implementing Guidelines regarding the use of support persons or service animals.

### **Information and Communications**

The Information and Communications Standard focuses on the requirement to create, provide and receive information and communication in accessible formats and with communication supports for persons with disabilities. The following steps have been taken:

- Development of accessible institutional website templates as well as guidelines to assist with creating and maintaining accessible websites.
- Conversion of website content to conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA standard.
- Dedicated [email](#) for the community to address questions or concerns.
- Online feedback forms available on the [accessibility website](#) for individuals to communicate feedback on specific policies, procedures, governance or compliance issues as well as experiences interacting with areas at the University.

- Development of [Statement of Commitment](#) to meet the accessibility needs of persons with disabilities.
- Multi-year plan posted on York University's Accessibility Hub.
- Accessible formats and communication supports in place for emergency procedures, plans or public safety information, educational and training resources and materials, upon request.

## **Employment**

The Employment Standard regulations address employment practices and policies designed to create a workplace that is more accessible to existing and potential employees. The following steps have been developed and implemented:

- Policies that highlight York University's commitment to working towards a barrier-free workplace and expanding the accessibility of the workplace to persons with disabilities.
- Policies of accommodation for employees and potential applicants to compete for positions perform their work and fully participate in employment at York.
- Human Resources, together with the Centre for Human Rights, Equity and Inclusion created the Access Ability at York Knowledge Brochure. The brochure was distributed campus wide and is available [online](#).
- New employees are provided with accessibility training as part of their orientation.
- Accommodation plans take into consideration the employee's accessibility needs.
- Advertisement and selection processes note availability of accommodation, provide job-related information and workplace emergency response information in accessible format or with communication support.

## **Transportation**

When providing transportation service, York University will arrange accessible transportation services will be arranged upon request.

## **Built Environment**

- York considers the requirements of the Design of Public Spaces Standards when engaging in new construction or redevelopment of covered spaces.
- All repairs or requests for service is generated in York's Service Request (SR) system, and if identified as "Accessibility "related, the SR is automatically expedited.

## **Conclusion**

York University continues to focus on the best way possible to provide support for persons with disabilities at York as we strive towards compliance. Achieving accessibility and inclusivity is a commitment of all members of our community and can only be achieved through the commitment of faculty, staff and students. Over the next year, York University will examine the format and function of the AODA coordinating Committee in view of institutional changes and to assist the University in planning for the new postsecondary education standards.