

York University's Multi Year Accessibility Plan 2018-2021

****Extended to March 2024 pending consultation**

This plan will be reviewed and updated every 5 years.

York will provide or arrange for accessible formats and communication supports of the Multi Year Accessibility Plan for persons with disabilities, upon request.

TABLE OF CONTENTS

Accessibility Standards for Customer Service..... 3

Integrated Accessibility Standards - General..... 5

Integrated Accessibility Standards - Information & Communications 6

Integrated Accessibility Standards - Employment..... 10

Integrated Accessibility Standards - Transportation 14

Integrated Accessibility Standards – Design of Public Spaces Standard 14

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
<p>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)</p>	<p>Prepare and post document of policies, practices and procedures developed to ensure access to goods or services to persons with disabilities. https://www.yorku.ca/accessibilityhubdev/ Policies are developed to deal with persons with disabilities who use assistive devices to obtain, use or benefit from its goods and services.</p>	<p>January 1, 2010</p>	<p>Office of the University Secretary and General Counsel (policies) Local areas (procedures)</p>	<p>York policies posted on website.</p>	<p>Complete</p>
<p>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)</p>	<p>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.</p>	<p>January 1, 2010</p>	<p>Pan-University</p>	<p>In our guidelines our support persons and service animals continue to be in effect. https://www.yorku.ca/accessibilityhubdev/tips-for-customer-service/</p>	<p>Complete</p>
<p>3. Notify the public of temporary disruptions in facilities/services used in particular by persons with disabilities. (O. Reg. 429/07, s. 5)</p>	<p>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.</p>	<p>January 1, 2010</p>	<p>Pan-University</p>	<p>Online service disruption tool https://www.yorku.ca/accessibilityhubdev/ available. Identified administrators have access to post on this site and notify York community of service disruptions.</p>	<p>Complete</p>

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
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)	<p>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.</p> <p>Training will occur on an ongoing basis in order to incorporate changes to policies, practices and procedures.</p>	January 1, 2010	<p>Development: Human Resources and Centre for Human Rights, Equity and Inclusion</p> <p>Implementation: Provost for academic employees Human Resources for non-academic employees</p>	<p>Training information, including required training modules, have been posted on the accessibility page of the intranet.</p> <p>York University incorporated the AODA Customer Service training modules into new employee orientation.</p> <p>Strategies are being considered to improve awareness.</p>	Complete
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	<p>A dedicated email aodainfo@yorku.ca has been established for the community to address questions or concerns.</p> <p>Online feedback forms https://www.yorku.ca/accessibilityhubdev/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.</p>	Complete
6. Notify the public that customer service standards documents are available, upon request. (O. Reg. 429/07, s. 7)	All customer service standard documents will be posted on accessibility website. https://www.yorku.ca/accessibilityhubdev/	January 1, 2010	Office of the University Secretary and General Counsel	<p>York University has posted the documents prepared in compliance with the Customer Service Standards. https://www.yorku.ca/accessibilityhubdev/</p> <p>Tent cards are placed throughout York identifying that the area being entered has been educated in customer service training as per legislation.</p>	Complete
7. The Ontario government has committed to developing an Education Accessibility Standard	TBD	TBD	Office of the University Secretary and General Counsel	York University will monitor progress of the Standard and will participate in its development through the Council of Ontario Universities or other mechanisms.	TBD

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. https://www.yorku.ca/accessibilityhubdev/	Complete
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.	Initial Plan: January 1, 2013 Renewed Plan: January 1, 2018	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.	Complete
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	Developed Guidelines and checklists for meeting accessibility obligations in procurement; as well as accessibility language for procurement documents have been adopted by Procurement, as applicable.	Complete

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
5. Provide training on the requirements of the Integrated Accessibility Standard and on the <i>Human Rights Code</i> 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, Equity and Inclusion Implementation: Provost for academic employees Human Resources for non-academic employees	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 . All new employees are provided with accessibility training as part of their onboarding.	Complete

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 https://www.yorku.ca/accessibilityhubdev/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.	Complete
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 standards required documents in alternate format upon request. York will make arrangements to provide information in an accessible format or with other communication supports, upon request.	Complete

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
<p>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)</p>	<p>Update emergency procedures and ensure information is made available in accessible formats upon request.</p>	<p>January 1, 2012</p>	<p>Emergency Preparedness Office</p>	<p>Emergency Preparedness Guide for People with Disabilities was created by the Office of Emergency Preparedness and made available online https://www.yorku.ca/safety/resilience/emergency-preparedness-guide-for-people-with-disabilities/ York will make arrangements to provide information in an accessible format or with other communication supports, upon request.</p>	<p>Complete</p>
<p>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)</p>	<p>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.</p>	<p>January 1, 2014, new internet websites and web content January 1, 2021, all internet websites and web content published after January 2012</p>	<p>University Information Technology (UIT)</p>	<p>Primarily focus on educating staff across the campus on website maintenance practices that keep sites AODA complaint. UIT will also ensure that all templates are complaint and barrier free. Accessible website templates are available. In addition, accessibility to guidelines have been developed to assist with creating and maintaining accessible websites.</p>	<p>Complete</p>
<p>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)</p>	<p>Arrange for the provision of comparable accessible formats through Library Accessibility Services.</p>	<p>January 1, 2013</p>	<p>Vice President Academic and Provost Registrar's Office</p>	<p>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.</p>	<p>Complete</p>

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
<p>6. Provide training to educators on accessibility awareness related to accessible program or course delivery and instruction. (O. Reg. 191/11, s. 16)</p>	<p>Training in the form of a tool kit on accessible instruction is provided to instructors.</p> <p>Records of the training are kept.</p>	<p>January 1, 2013</p>	<p>Vice President Academic and Provost</p>	<p>York partnered with the Council of Ontario Universities (COU) to develop and launch the Educators' Accessibility Resource Tool Kit.</p> <p>York introduces the tool kit to all new academic employees in their orientation. The tool kit is also included in courses and workshops for faculty and graduate students.</p> <p>York provides associate deans, departmental chairs and graduate program directors with training on the use of the Educator's Accessibility Resource Kit.</p> <p>The Office of the Vice-Provost Academic and the Teaching Commons will maintain records regarding training.</p>	<p>Complete</p>
<p>7. Provide York produced textbooks and print-based educational supplementary learning resources in accessible format, upon request. (O. Reg. 191/11, s. 17)</p>	<p>York to produce supplementary course packages in accessible formats.</p>	<p>January 1, 2015</p>	<p>Printing Services</p>	<p>Course packages are currently converted from print to digital format and forwarded to Library Accessibility Services for converting to accessible formats.</p> <p>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.</p>	<p>Complete</p>

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
<p>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)</p>	<p>Implement Library procedures for the provision, procurement, or acquisition of print resources in an accessible format.</p>	<p>January 1, 2015 January 1, 2020</p>	<p>Vice President Academic and Provost</p>	<p>Provide scanned copies of library holdings. Seek published files upon presentation of student proof of purchase for non-library holdings</p> <p>Provide secure web delivery of all student texts via YUL's Papyrus System.</p> <p>Provide information literacy and search skills training to ensure full use of YUL's growing accessible ejournal collections.</p> <p>Continue to expand library collection development and licensing practices to favour vendors and platforms with the fewest barriers to accessibility tools.</p> <p>Advocate across campus for provision of syllabi at least four (4) weeks prior to first class. Current requirement is two (2) weeks prior.</p> <p>Advocate across campus for course materials to be in accessible format</p> <p>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.</p>	<p>Ongoing</p> <p>Initiated June 2011</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>AERO ongoing; in process of applying to be an ACE founding site</p> <p>Have been working with ACE since 2015</p> <p>Working with AccessText as of 2016 and Bookshare as of 2017, both repositories that contain publisher files.</p>

INTEGRATED ACCESSIBILITY STANDARDS - EMPLOYMENT

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
<p>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)</p>	<p>Hiring managers are aware of the requirements and should notify candidates that York provides accommodation.</p>	<p>January 1, 2014</p>	<p>Provost for academic employees Talent, Acquisition and Development Managers for non-academic employees</p>	<p>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 is added to all job postings.</p>	<p>Complete</p>
<p>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)</p>	<p>Hiring managers are aware of the requirements and should notify candidates that York provides accommodation during the interview / selection process. York provides accommodation to selected candidates for employment testing, upon request.</p>	<p>January 1, 2014</p>	<p>Provost for academic employees Talent, Acquisition and Development Manager for non-academic employees</p>	<p>Academic employees: Departments contact short-listed applicants for faculty and librarian appointments to inquire whether the applicants have accommodation needs and advise that accommodation is available, upon request. 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.</p>	<p>Complete</p>
<p>3. Notify successful applicants of policies for accommodating employees with disabilities. (O. Reg. 191/11, s. 24)</p>	<p>Provide offer letter to 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.</p>	<p>January 1, 2014</p>	<p>Provost for academic employees Talent, Acquisition and Development Manager for non-academic employees</p>	<p>A statement of accommodation is included in all offer letters.</p>	<p>Complete</p>

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
<p>4. Inform employees of policies used to support employees with disabilities.</p> <p>Provide the information required to new employees as soon as practicable after they begin and provide updated information when changes to policies occur.</p> <p>(O. Reg. 191/11, s. 25)</p>	<p>Orientation for all new employees regarding policies of employment equity and accommodation.</p>	<p>January 1, 2014</p>	<p>Provost for academic employees</p> <p>Talent, Acquisition and Development Manager for non-academic employees</p>	<p>Relevant policies are reviewed during orientation for all new employees.</p>	<p>Complete</p>
<p>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)</p>	<p>Ensure process to provide supports are in place.</p>	<p>January 1, 2014</p>	<p>Pan-University</p>	<p>Educate managers and central University offices about these requirements over the next year.</p>	<p>Complete</p>
<p>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)</p>	<p>Implement emergency preparedness plans and programs. Request that employees identify their accessibility needs and if they require assistance/accommodations during an emergency.</p> <p>Include accommodations in the emergency preparedness program.</p>	<p>January 1, 2012</p>	<p>Community Safety, Pan-University, Health, Safety & Employee Well Being</p>	<p>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.</p>	<p>Complete</p>

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
<p>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:</p> <ul style="list-style-type: none"> • 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. <p>(O. Reg. 191/11, s. 28)</p>	<p>Ensure process of documented individual accommodation plans are integrated in the University's Policies and Guidelines.</p>	<p>January 1, 2014</p>	<p>Employee Well Being</p>	<p>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.</p> <p>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.</p> <p>Accommodation plans are implemented and take the employee's accessibility needs into consideration.</p>	<p>Complete</p>
<p>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)</p>	<p>Create and maintain return to work process. Ensure existing return to work programs address steps required to address accommodation needs.</p>	<p>January 1, 2014</p>	<p>Employee Well Being and Pan-University</p>	<p>EWB assists departments in facilitating the return to work of employees in accordance with the disability supports.</p>	<p>Complete</p>

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
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	Talent Acquisition and Development and Local Manager	Electronic performance management process is posted on the intranet. Managerial training regarding performance management instructs managers to consider individual accommodation plans. Continuously research best practices to comply with AODA requirements.	Complete
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	Talent Acquisition and Development and Workforce Planning and Recruitment and	Managerial training regarding career and advancement will instruct managers to consider individual accommodation plans. Multiple choice job skills assessments are available in text format Talent Acquisition and Development webpages indicate accommodation is available, upon request.	Complete
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	Talent Acquisition and Development, Unit Manager	Talent Acquisition and Development 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 identifying any accommodations and/or AODA requirements	Complete

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 operates VanGo, an on-campus mobility service for people with disabilities. Transportation services also offers complimentary shuttles to and from the GO Train Station, the Glendon and Keele campuses and the residential areas south of the Keele campus. Campus shuttle services operate using wheelchair accessible vehicles.	Complete

INTEGRATED ACCESSIBILITY STANDARDS – DESIGN OF PUBLIC SPACES STANDARD

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
1. Ensure that newly constructed and redeveloped exterior paths that are outdoor sidewalks or walkways are designed and constructed for pedestrian travel and meet technical requirements. (O. Reg. 413/12, s. 6)	York to ensure that sidewalks and walkways provide accessibility to people with disabilities.	January 1, 2016	Environmental Design and Sustainability, CSBO	New campus pathways have been installed around the north Keele Campus using proper tactile surface curb cuts at all intersections with roadways; this is the new standard for all pathways	Ongoing
2. Consider that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out. (O. Reg. 413/12, s. 6)	York to ensure that off-street park that is newly constructed or redeveloped provides accessibility to people with disabilities.	January 1, 2016	Environmental Design and Sustainability, CSBO	All new off-street parking constructed barrier-free path of travel.	Ongoing
3. Take into account new requirements when planning and constructing all new service counters and fixed queuing guides; and with all newly constructed or redeveloped waiting areas. (O. Reg. 413/12, s. 6)	York to consider all new requirements when planning construction of new service counters, fixed queuing guides and waiting areas.	January 1, 2016	Environmental Design and Sustainability, CSBO	All new service counters are constructed to meet accessibility requirements (height; width) and to accommodate mobility aids.	Ongoing

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
<p>4. Ensure that the multi-year accessibility plans include the following:</p> <ul style="list-style-type: none"> procedures for preventative and emergency maintenance of the accessible elements in public spaces as required; and procedures for dealing with temporary disruptions when accessible elements required are not in working order. (O. Reg. 413/12, s. 6) 	<p>York to develop multi-year accessibility plan to include procedures for preventative</p>	<p>January 1, 2016</p>	<p>Environmental Design and Sustainability, CSBO</p>	<p>York University is making major investments in modernizing its public address and fire protection systems. New systems come complete with audible voice and visual elements for improved communication to the building occupants.</p> <p>Any repair or request for service is generated in York's Service Request (SR) system, and if identified as "Accessibility "related, the SR is automatically expedited.</p>	<p>Completed</p>