



OntarioLearn Policy

POLICY TYPE:	Administrative
POLICY TITLE:	Integrated Accessibility Standards Policy
POLICY NO.:	ADMIN-002
RESPONSIBILITY:	OntarioLearn Policy Committee
POLICY APPROVED BY:	OntarioLearn Board of Directors
EFFECTIVE DATE:	June 2016
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Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) endeavors to establish standards that provide Ontarians with disabilities the same opportunity of access to and benefit from goods, services, facilities, accommodation and employment as are provided to all Ontarians. OntarioLearn and its member colleges are committed to providing students and employees with an inclusive learning, teaching and working environment that promotes equal rights for all persons with disabilities as set out in the Accessibility for Ontarians with Disabilities Act, 2005.

Purpose

This policy establishes the Integrated Accessibility Standards in the areas of Information and Communications and Employment for OntarioLearn in accordance with Ontario Regulation 191/11 (Integrated Accessibility Standards). This policy applies to all employees, agents and contracted staff of OntarioLearn and member colleges involved with the delivery of OntarioLearn related services.

Definitions

Accessible formats - as reflected in *Ontario Regulation 191/11*, may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Accommodation is the individualized assistance, support or other help to assist a person in meeting learning or employment requirements.

Communication supports - as reflected in *Ontario Regulation 191/11*, may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion ready - as reflected in *Ontario Regulation 191/11*, is an electronic or digital format that facilitates conversion into an alternate format.

Host college refers to the college who owns/delivers the course.

Information- as reflected in *Ontario Regulation 191/11*, includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

Registering college refers to the college where the student is registered.

Policy statements

1. General Provisions:

a) Accessibility Plan

- i. OntarioLearn will prepare a multi-year Accessibility Plan that outlines its strategy to prevent and remove barriers, and meet its requirement under Ontario Regulation 191/11.
- ii. The plan will be posted to the OntarioLearn web site and made available in an alternate format upon request.
- iii. Regular status reports will be prepared and posted to the OntarioLearn web site.

b) Procurement:

OntarioLearn will ensure that accessibility criteria and features are incorporated when it procures or acquires goods or services except where it is impractical to do so (in which case, if requested an explanation will be provided).

c) Training:

Training will be provided to all OntarioLearn staff on the requirements of the accessibility standards referred to in the regulation. Training will be appropriate to the duties of the individuals being trained. The training will extend to all new staff as a condition of employment. OntarioLearn will also provide ongoing training, as needed to reflect changes to policies and procedures impacting people with disabilities. Records of staff who have received training will be maintained by the OntarioLearn Executive Director.

2. Information and Communication Standards:

a) Feedback:

OntarioLearn will ensure that its process for receiving and responding to feedback regarding the way OntarioLearn provides goods and services to people with disabilities, is accessible to persons with disabilities.

b) Accessible formats and communication supports:

- i. OntarioLearn will publically acknowledge the availability of accessible formats and communication supports.
- ii. Upon request, OntarioLearn will arrange for the provisions of accessible format and communication support for persons with disabilities in a timely manner that takes into account the person's accessibility needs and at a cost that is no more

than the regular cost charged to other persons. OntarioLearn will consult with the person making the request in determining the suitability of an accessible format or communication support.

c) Website Accessibility

OntarioLearn will ensure that its website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasingly to Level AA. By January 1, 2021, the website and web content will conform with WCAG 2.0 Level AA, with limited exceptions.

d) Education, Training and Materials

OntarioLearn member colleges will provide educational and training materials (where possible), in accessible formats upon request.

- i. All “new” and “re-designed” courses developed by OntarioLearn member colleges will reflect a commitment to accessibility and usability for all learners including but not limited to the provision of educational or training resources or materials in an accessible format that takes into account the accessibility needs of the person with a disability.
- ii. OntarioLearn will assist member colleges to provide educational and training materials (where possible), in accessible formats upon request. Refer to the *Alternate Format Policy (ACAD-010) and Alternate Format Procedure (ACAD-010.1)*

3. Employment Standard

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies in respect to employees and does not apply to volunteers and other non-paid individuals.

a. Recruitment, assessment or selection process:

OntarioLearn is committed to fair and accessible employment practices. OntarioLearn will notify the public and employees that, when requested, accommodations will be provided during the recruitment, assessment and selection processes. All applicants will be informed of OntarioLearn policies, practices and procedures for supporting employees with disabilities.

b. Accessible formats and communication supports for employees:

Upon request, OntarioLearn will consult with employees to provide or arrange for the provision of accessible formats and communication supports for job-related information and information that is generally available to other employees.

c. Workplace emergency response information:

If needed, OntarioLearn will provide individualized workplace emergency information to employees who have a disability and will require assistance in the event of an emergency.

Roles and responsibilities

In consultation with the OntarioLearn Board of Directors, the OntarioLearn Executive Director oversees the accessibility mandate and is responsible for its overall implementation.

All member colleges are responsible for fostering and championing an accessible environment.

All employees, agents and contracted staff of OntarioLearn and member colleges involved with the delivery of OntarioLearn related services have a responsibility for ensuring the ongoing development of an accessible, open and supportive learning, teaching and working environment.

Non-compliance implications

Failure to comply with this policy could impact OntarioLearn's ability to effectively conduct its operations in all areas and leave the consortium in contravention of federal and provincial legislation and directives, and commonly accepted business practices and professional ethics.

Failure to comply with applicable federal and provincial legislation could result in legal costs arising from potential lawsuits for non-compliance.

Failure to comply with this policy could result in damage to OntarioLearn and/or the member colleges' reputation, human rights challenges, or potential legal or other sanctions against OntarioLearn and/or member colleges.

Related policies, procedures and directives

Accessibility Standards for Customer Service Policy (ADMIN-001)

Alternate Format Policy (ACAD-010) (under development)

Alternate Format Procedure (ACAD-010.1) (under development)

Students with Disabilities Policy (ACAD-009)

Students with Disabilities Procedure (ACAD-009.1)

[Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11](#)

[O. Reg. 191/11: Integrated Accessibility Standards](#)

[O. Reg. 429/07: Accessibility Standards for Customer Service](#)