York University Student Centre's Multi Year Accessibility Plan

This plan will be reviewed and updated every 5 years.

York University Student Centre 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

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
1. Establish policies, practices and procedures outlining how the York University Student Centre (YUSC) 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. 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.	January 1, 2010	Office of the University Secretary and General Counsel (policies) Local areas (procedures) York University & York University Student Centre	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 YUSC services, programs and facilities unless the animal is otherwise excluded by law. (O. Reg. 429/07, s. 4)	YUSC 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 our guidelines our support persons and service animals continue to be in effect. https://www.yorku.ca/accessibilityhubdev/tips-for-customer-service/	Complete

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 https://www.yorku.ca/accessibilityhubdev/ available. Identified administrators have access to post on this site and notify York community of service disruptions.	Complete

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)	Training is provided to all persons who interact with the public on the YUSC'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	York University Student Centre **Development:** Human Resources and Centre for Human Rights, Equity and Inclusion **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. Strategies are being considered to improve awareness. YUSC Training Includes: • Anti-Oppression Training (All Employees) • Active By Standard Training (All Employees) • AODA Training (All Employees) • Workplace Health & Safety Training (All Employees) • First Aid & CPR Training (Managers Only)	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	A dedicated email reception@yusc.ca has been established for the community to address questions or concerns. 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 in the Student Centres.	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	York University & York University Student Centre Office of the University Secretary and General Counsel	YUSC has posted the documents prepared in compliance with the Customer Service Standards. https://www.yorku.ca/accessibilityhubdev/	Complete
7. The Ontario government has committed to developing an Education Accessibility Standard	TBD	TBD	Office of the University Secretary and General Counsel	YUSC 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 The York University Student Centre 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	York University & York University Student Centre 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 the YUSCs mandate to meet the accessibility needs of persons with disabilities. Provide document to public in an accessible format upon request.	January 1, 2013	York University & York University Student Centre	York University Student Centres Statement of Commitment was posted at www.yusc.ca/accessibility	Complete

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
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 York University & York University Student Centre	Work with coordinating committee and local areas to develop multi-year plan for compliance. Multi-year plan to be posted on YUSC'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 York University & York University Student Centre	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 *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, Equity and Inclusion **Implementation:** Provost for academic employees Human Resources for non-academic employees York University & York University Student Centre	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
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 York University Student Centre	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.	Complete

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
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	University Information Technology (UIT) York University Student Centre	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.	Complete

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	York University Student Centre	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.	Complete
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. York provides accommodation to selected candidates for employment testing, upon request.	January 1, 2014	York University Student Centre	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.	Complete
3. Notify successful applicants of policies for accommodating employees with disabilities. (O. Reg. 191/11, s. 24)	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.	January 1, 2014	York University Student Centre	A statement of accommodation is included in all offer letters.	Complete

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
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 Talent, Acquisition and Development Manager for non-academic employees York University Student Centre	Relevant policies are reviewed during orientation for all new employees.	Complete
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.	Complete
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	Community Safety, Pan-University, Health, Safety & Employee Well Being York University & York University Student Centre	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.	Complete

Legislated Requirement	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
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 York University & York University Student Centre	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 take the employee's accessibility needs into consideration.	Complete
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	York University Student Centre	EWB assists departments in facilitating the return to work of employees in accordance with the disability supports.	Complete

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 York University & York University Student Centre	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 York University & York University Student Centre	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 York University & York University Student Centre	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 – 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

4. Ensure that the multi-year accessibility plans include the following: • 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)	York to develop multi-year accessibility plan to include procedures for preventative	January 1, 2016	Environmental Design and Sustainability, CSBO	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. 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.	Completed