

Multi-Year Accessibility Plan- AOLCC Bay & Queen

AODA Overview:

In 2005, the Ontario Government enacted the **Accessibility for Ontarians with Disabilities Act (AODA)**. The subsequent Customer Service Accessibility Act, Ontario Regulation 429/07 and Customer Service Standard, came into force on January 1, 2008. This legislation was put forth in an effort to provide Ontarians with equal access to products and services, in a manner that respects the dignity, individuality, independence and value of persons with disabilities.

The next major piece of legislation to come from the AODA was the **Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR)**, in 2011. These standards include the following areas:

This 2017-22 accessibility plan outlines the policies and actions that 1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen is committed to supporting the welfare of its employees and visitors to the premises. The purpose of the 1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen will put in place to improve opportunities for people with disabilities

Statement of Commitment

1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the



Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen will take the following steps to ensure employees are provided with the training needed to meet Ontario’s accessible laws by **August 01, 2017**.

- Provide all existing staff and volunteers with online training modules on the Customer Service Standard (**August 01, 2017**)
- Provide all existing staff and volunteers with online training modules on the Integrated Accessibility Standards (**January 1, 2018**)
- Provide all instructional staff with training on online training on universal design and accessibility in the classroom (**January 1, 2018**)

1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen will provide all aforementioned training to new staff as they are hired to ensure they are provided with the training needed to meet Ontario’s accessible laws.

Information and Communications

1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen is committed to meeting the communication needs of people with disabilities. 1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen do not have any new websites that will be launched prior to **January 1, 2018**. However, we will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2018**.

- Post an option on the website for providing feedback;
- List the email address and phone number for providing feedback on the website.

Additionally, will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2018**.

- Provide information in alternate formats upon request;
- Work to make as much of the content accessible as possible before the 2021 deadline.

Employment

1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- All job advertisements will state that accommodations will be made for people with disabilities.
- Staff will be trained to provide job advertisements in alternate formats upon request.

1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Create a policy and procedure to be included in the Employee and Instructor Handbooks to explain the process.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if 1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen is using performance management, career development and redeployment processes.

- Ensure respective management or staff conducting such performance management, career development or redeployment processes are aware of the need to take accessibility needs and standards into account.
- Document such processes using College forms.

1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen will take the following steps to prevent and remove other accessibility barriers identified.

- Assess the individual needs of staff on a case-by-case basis and develop an accommodations plan to meet any specific needs.

Design of Public Spaces

1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor public eating areas like rest stops or picnic areas
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Service-related elements like service counters, fixed queuing lines and waiting areas

1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- Conduct regular maintenance and inspections.
- Perform construction or repairs in a timely manner and/or after hours.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Training for Staff

1069195 Ontario Inc. operating as Academy of Learning Career College – Bay & Queen will incorporate AODA content into program by January 1, 2016. Currently through HR Downloads all staff and faculty are being trained.

For More Information

For more information on this accessibility plan, please contact the respective campus. It is very important that you read and understand each of these policies. If you require this document or any policies, in an alternate format, please let us know and we will work to find a mutually agreeable solution.

Training Requirements

In accordance with the Integrated Accessibility Standards regulations, all obligated organizations, public or private, large or small, must provide accessibility training to their employees and volunteers, as well as training on the requirements set out in the Ontario Human Rights Code.

Additional Resources

For more information on Human Rights in Ontario, as well as accessibility legislation and requirements, please consult the following resources:

- The Ontario Human Rights Code Commission website: <http://www.ohrc.on.ca/en>
- The Accessibility for Ontarians with Disabilities Act (AODA) Ministry of Community and Social Services website:
<http://www.mcscs.gov.on.ca/en/mcscs/programs/accessibility/index.aspx>
- AODA (2005) e-Law website: http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm#BK19
- AODA Integrated Standards e-Law: http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm#BK0