

AODA Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2014 to 2019 accessibility plan outlines the policies and actions that Oxford College of Arts, Business and Technology will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Introduction and Background Information

Founded in 2003, Oxford College offers diploma programs in healthcare, social services, technology, and business. Oxford College is dedicated to meeting the ever-changing needs of our students. We are proudly recognized for our exceptional quality of education and our strong knowledge of hiring trends set by the marketplace. We offer an effective, well-rounded education and a vibrant learning community at our six campuses in Ontario. In addition to providing superlative education, Oxford College focuses intently on career training—a crucial factor to succeed in high-demand industries.

Oxford College’s Commitment to an Inclusive and Accessible Work Environment

Oxford College believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner, provided such accommodation does not cause Oxford College undue hardship.

Oxford College understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization’s compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality.

Oxford College is a leading
Post-Secondary Institution.

Message from the President

“For all of us here at Oxford, our vision of being a great place to acquire a meaningful and transformational educational experience means taking every effort to create a fulfilling environment that stems from a strong sense of inclusion, open and honest communication, and respect for every person. Our plan shows our commitment to making this possible and how Oxford College of Arts, Business and Technology will play its role in making Ontario an accessible province for all Ontarians.”

AODA Definition Of People With Disabilities

People with disabilities are often thought of as those in wheelchairs and with visible physical disabilities. However, disabilities can also be non-visible and not apparent. There is a wide range of disabilities that includes vision, deafness or being hard of hearing, intellectual or developmental, learning, and mental health disabilities.

(Accessibility Legislation in Ontario, 2011)

Multi-Year Plan

PART 1 – General Requirements

Initiative	ISAR Requirement	Action	Compliance Date	Responsible	Results
1.1 Establishment of Accessibility Policies	3.1 – Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	<ul style="list-style-type: none"> Update existing policies to incorporate ISAR requirements. Create any new policies to ensure accessibility standards are met and enforced. Post AODA Customer Service Policy on external Oxford College website. 	January 1, 2014	Human Resources	Complete
	3.2 – Obligated organizations shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.	<ul style="list-style-type: none"> Statement of organizational commitment will be embedded in the policies to meet the accessibility needs of persons with disabilities included in the policies. 			
1.2 Accessibility Plans	4.1 – Large organizations shall, <ol style="list-style-type: none"> establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; review and update the accessibility plan at least once every five years. 	<ul style="list-style-type: none"> Accessibility plan is created and will be updated on an on-going basis as new information becomes available. The plan is posted on the external Oxford College website and will be provided in accessible formats upon request. The plan will be reviewed and revised at least once every five years. A new plan will be posted every five years or whenever there is a significant change. 	January 1, 2014	Human Resources	Complete
1.4 Training	7.1 – Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to, <ol style="list-style-type: none"> all employees, and volunteers; all persons who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the organization. 	<ul style="list-style-type: none"> Determine training needs (e.g. separate training for managers and employee levels). Determine vehicle to deliver training (e.g. online mode of delivery). 	January 1, 2015	Human Resources	Complete
	7.2 – The training on the requirements of the accessibility standards and on the Human Rights Code shall be appropriate to the duties of the employees, volunteers and other persons.	<ul style="list-style-type: none"> Determine training needs (e.g. separate training for managers and employee levels). Where appropriate, key employees will be provided with additional training, specific and relevant to their job duties. 			

	7.3 – Every person shall be trained as soon as practicable.	<ul style="list-style-type: none"> • Training will be mandatory and delivered at orientation for new hires and as soon as possible for current employees. 			
	7.4 – Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis.	<ul style="list-style-type: none"> • Training with respect to any changes of the policies in section 3 will be provided. 			
	7.5 – Every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	<ul style="list-style-type: none"> • Determine mechanism for managing and tracking completion of training. • Employees will be required to acknowledge completion of training; all records will be kept. 			

PART 2 – Information and Communications Standards

Initiative	ISAR Requirement	Action	Compliance Date	Responsibility	Results
2.1 Feedback	11.1 – Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	<ul style="list-style-type: none"> • Determine all current feedback surveys and mechanisms at Oxford College. • When requested, ensure feedback processes are available in accessible formats. 	January 1, 2015	Human Resources	Complete
2.2 Accessible Formats and Communication Supports	12.1 – Every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, <ul style="list-style-type: none"> a) in a timely manner that takes into account the person’s accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons. 	<ul style="list-style-type: none"> • The request will be documented and the format needed confirmed. 	January 1, 2016	Human Resources	Ongoing
	12.2 – The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"> • Develop an understanding of the functionality of accessible formats and communication supports, to be able to consult on requests for accessible formats that take into account the individuals disability needs. 			
	12.3 – The obligated organization shall notify the public about the availability of accessible formats and communication supports.	<ul style="list-style-type: none"> • A general statement of availability will be included in the AODA Customer Service Policy, posted on the external Oxford College website. 			

2.4 Accessible Websites and Web Content	14.1 – Large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	<ul style="list-style-type: none"> New internet websites & web content on those sites must conform with WCAG 2.0 Level A. Notify Marketing of this ISAR requirement. 	January 1, 2014	Marketing	Complete
		All internet websites and web content must conform with WCAG 2.0 Level AA, other than, <ul style="list-style-type: none"> success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded). 	January 1, 2021	Marketing	In Progress
2.5 Educational and Training Resources and Materials	15.1 – Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided.	<ul style="list-style-type: none"> Identify current educational and/or training materials available at Oxford College and source accessible materials, upon request. 	January 1, 2013	Education Department	Ongoing
	15.2 – Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.	<ul style="list-style-type: none"> Ensure alternative accessible formats are available to persons with disabilities, upon request. 			
2.6 - Training to Educators	16.1 – Obligated organizations shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction.	<ul style="list-style-type: none"> Faculty members will be required to complete the AODA compliant training, specific to classroom education and curriculum design. 	January 1, 2013	Human Resources	Ongoing
	16.2 – Obligated organizations that are school boards or educational or training institutions shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	<ul style="list-style-type: none"> Faculty members will be required to acknowledge completion of the training; all records will be kept. 			

PART 3 – Employment Standards

Initiative	ISAR Requirement	Action	Compliance Date	Responsibility	Results
3.1 Recruitment, General	22 – Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	<ul style="list-style-type: none"> Review mechanisms for posting Oxford College positions. Incorporate language on postings to make applicants (internal and external) aware that accommodation is available in accordance with AODA requirements. 	January 1, 2016	Human Resources	Complete
3.2 Recruitment, Assessment or Selection Process	23.1 – During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.	<ul style="list-style-type: none"> Incorporate language in all notifications to applicants for interview (email, letter, phone), that in accordance with AODA, accommodation is available upon request. 	January 1, 2016	Human Resources	Ongoing

		<ul style="list-style-type: none"> Review the recruitment process to ensure barriers may be removed or accessible features provided, upon request and in accordance with AODA. 			
	23.2 – If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	<ul style="list-style-type: none"> Educate hiring managers on inclusive selection strategies developed by the Ontario Human Rights Commission and on how to implement and request support for accommodation related requests, in accordance with AODA requirements. 			
3.3 Notice to Successful Applicants	24 – Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	<ul style="list-style-type: none"> Incorporate in offer letter a section regarding Oxford College's accessibility policies and where to access additional information on the Oxford College external website. 	January 1, 2016	Human Resources	Complete
3.4 Informing Employees of Supports	25.1 – Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	<ul style="list-style-type: none"> Communicate and advise Oxford College people on Oxford College policies, plans, and processes as they relate to the AODA accessibility requirements. 	January 1, 2016	Human Resources	Ongoing
	25.2 – Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	<ul style="list-style-type: none"> Information will be provided at orientation for new hires and as soon as possible for current employees. 			
	25.6 – Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	<ul style="list-style-type: none"> Communicate any changes of accommodation policies to all employees. 			
3.5 Accessible Formats and Communication Supports for Employees	26.1 – In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, <ol style="list-style-type: none"> information that is needed in order to perform the employee's job; and information that is generally available to employees in the workplace. 	<ul style="list-style-type: none"> Review and update current policies and procedures for the provision of job accommodations. 	January 1, 2016	Human Resources	Complete
	26.2 – The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"> Review and update current policies and procedures for the provision of job accommodations. 	January 1, 2016	Human Resources	Ongoing

3.6 Workplace Emergency Response Information	27.1 – Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability.	<ul style="list-style-type: none"> Individualized workplace emergency plans will only be assigned to those with an identified need, for whom Oxford College is aware of the need for accommodation due to the employee’s disability. 	January 1, 2012	Human Resources	Ongoing
	27.2 – If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	<ul style="list-style-type: none"> Will be provided when requested. Designated person will need to be assigned. 	January 1, 2012	Human Resources	Ongoing
	27.3 – Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee’s disability.	<ul style="list-style-type: none"> Upon request, Oxford College will work with the individual who requires accommodation, to provide Individual Workplace Emergency Response Information as soon as possible. 	January 1, 2012	Human Resources	Ongoing
	27.4 - Every employer shall review the individualized workplace emergency response information, a) when the employee moves to a different location in the organization; b) when the employee’s overall accommodations needs or plans are reviewed; and c) when the employer reviews its general emergency response policies.	<ul style="list-style-type: none"> Include guidelines for when plans and information are to be reviewed due to a move, or change in accommodation needs, in the Oxford College process for creating Individualized Workplace Emergency Response Information. 			
3.7 Documented Individual Accommodation Plans	<p>28.1 - Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>28.2 – The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. The means by which the employee is assessed on an individual basis. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer’s expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved. 	<ul style="list-style-type: none"> Review of current accommodation processes and practices. Develop a standard process for the development of individualized accommodation plans; in accordance with AODA. Include all elements in the written/formal process of individual accommodation. Educate and advise Oxford College people on the accessibility policies and processes for requesting individual plans. 	January 1, 2016	Human Resources	Complete

	<p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>				
<p>3.8 Return to Work Process</p>	<p>29.1 – Every employer:</p> <p>a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>b) shall document the process.</p>	<ul style="list-style-type: none"> Update and document return to work process based on gaps and compliance requirements. 	<p>January 1, 2016</p>	<p>Human Resources</p>	<p>Complete</p>
	<p>29.2 – The return to work process shall,</p> <p>a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>b) use documented individual accommodation plans, as described in section 28, as part of the process.</p>	<ul style="list-style-type: none"> Review current Oxford College return to work processes to ensure ISAR requirements are being met. 			
	<p>29.3 – The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>				
<p>3.9 Performance Management</p>	<p>30.1 – An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	<ul style="list-style-type: none"> Ensure new performance management processes to be rolled out incorporate accessibility features and meet AODA requirements. 	<p>January 1, 2016</p>	<p>Human Resources</p>	<p>Complete</p>

3.10 Career Development and Advancement	31.1 – An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	<ul style="list-style-type: none"> Review existing processes and revise as necessary to incorporate AODA requirements. 	January 1, 2016	Human Resources	Complete
3.11 Redeployment	32.1 – An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	<ul style="list-style-type: none"> Review existing processes and revise as necessary to incorporate AODA requirements. 	January 1, 2016	Human Resources	Complete

Closing Statements

In accordance with the AODA and with Oxford College’s objective of providing a barrier-free environment that allows all people to maintain their independence and dignity while creating an inclusive work environment, the Multi-Year Accessibility plan is posted on the Oxford College website and will be reviewed and updated at least every 5 years.

If you have any questions, or have feedback related to Oxford College’s Multi-Year Accessibility Plan, please email hmanager@oxfordedu.ca or contact the Human Resources Department at (416) 439-8668 Ext.319.