# AODA: Multi-Year Plan 2014-15 Update

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## Introduction

The Accessibility for Ontarians with Disabilities Act (AODA) came into effect in Ontario in 2005. The AODA applies to both the public and private sectors and its goal is to ensure that all Ontarians with disabilities have full access to goods, services, facilities, accommodation, employment, building structures and premises by January 1, 2025. This goal is being achieved through the development, implementation and enforcement of provincially-set accessibility standards.

Trent University is committed to a learning and working environment that provides opportunities for development and growth for its community members. In keeping with this mission, Trent embraces the “Environmental Model of Disability” as operationalized in the World Health Organization’s definition of disability. In this model, disability is viewed as a consequence of barriers created by design flaws in the built and human environments. It is these design flaws which prevent people with disabilities from full participation in a community. Trent University is committed to breaking down the barriers which prevent the full inclusion of all of its community members in its living and learning environment.

## Trent University

One of Canada’s top universities, Trent University is renowned for striking a unique balance between outstanding teaching and leading-edge research. The university is consistently recognized across Canada for faculty who maintain a high level of innovative research activity and a deep commitment to the individual student. Distinguished by excellence in the humanities, social sciences, natural sciences and increasingly popular professional and graduate programs, Trent is dedicated to providing its students with an exceptional world view, producing graduates who are ready to succeed and make a difference in the world. Trent’s Peterborough campus boasts award-winning architecture in a breathtaking natural setting on the banks of the Otonabee River. Together with its satellite campus in Durham, Trent draws excellent students from throughout Canada and the world.

AODA Compliance Trent was required to file its next compliance report with the Accessibility Directorate of Ontario (ADO) in December 2015. This report, which confirmed Trent’s full compliance with AODA initiatives to date, was filed on November 26, 2015. This report was completed by the Institutional Accessibility Advisor at the Centre for Human Rights, Equity and Accessibility (CHREA) and certified by Vice President of Administration, Steven Pillar. The next compliance report is due in 2017.

A number of provisions under the Integrated Accessibility Standards Regulation (IASR) came into effect on January 1, 2015, and CHREA staff worked with the Accessibility Subcommittee and key stakeholders throughout 2014-15 to meet and, when possible, exceed the requirements.

This report serves as the annual update to our Multi-Year Accessibility Plan and is formatted using the same headings as the Accessibility Plan for ease of reference. This report will cover accessibility work completed between the end of 2014 and the end of 2015. This report also offers a look at 2016 compliance requirements, as well as accessibility-related projects that go beyond legislative compliance.

# Section 1

## Part 1: General Standards

### Annual Status Report

Review of the Multi-Year Accessibility Plan and corresponding annual status report was completed for 2013-14 in February 2015. This review was completed in the CHREA office by the Institutional Accessibility Advisor and reviewed by Acting Director, Cath D’Amico. The 2013-14 report highlighted Trent’s compliance with requirements that came into effect on January 1, 2014. As well, ongoing accessibility-related projects, for example, those related to Customer Service Standard training, were also highlighted in the report.

### Training – Section 7

Organizations are required to train employees on the requirements in the Integrated Accessibility Standards Regulation (IASR) as well as the Ontario Human Rights Code (the Code). CHREA introduced a dedicated training strategy to comply with this requirement (Section 7 of the IASR) in September 2015. This training is mandatory for all employees and volunteers, and is offered via Qualtrics, allowing participants to customize training based on job duties, as required by this legislation. In-person training was also offered to departments, upon request. As of early January 2016, 1,114 employees and/or volunteers had completed training via Qualtrics and another approximately 125 employees completed the training in-person. Training will continue to be offered to employees and volunteers on an ongoing basis through these aforementioned channels.

## Part II: Information and Communications Standard

### Section 12: Accessible Formats and Communication Supports

This requirement came into effect January 1, 2015, and compels the university to provide accessible formats and communication supports, upon request. There is also the requirement to notify the public of the availability of such formats and supports. Trent has met this requirement through notifying members of the Trent community and the public that accessible formats and communication supports are available upon request. Information derived by CHREA through introduction of its “Compliance Package” indicates the following examples: 1) I.T. reported it uses the website to notify the public of the availability of accessible formats,2) The Print Shop has more than 50% of its documents available electronically, and will meet requests accessible formats for all documents, 3) Community Relation reports utilizing physical locations to publicize the availability of accessible formats, and 4) There was collaborative work done between CHREA and I.T. on an electronic form for anyone to make requests for accessible formats. The online Accessible Format Request Form is available on [CHREA’s website](http://www.trentu.ca/ohrea). Alongside the PACHREA Accessibility Sub-Committee, a number of departments also worked on developing a procedural framework for responding to one-time/external requests for accessible format requests. This procedural document will be posted on CHREA’s webpage when it is finalized.

### Section 17: Producers of Educational or Training Material

This requirement, which also came into effect January 1, 2015 means that producers of educational and training material, including universities and university presses, must supply this material in accessible formats upon request. In 2015, this requirement applies only to textbooks and in coming years expands to include other types of educational materials. If the producer is unable to supply the requested material in accessible format the university must be notified and it is the responsibility of the university to supply comparable educational materials. Several university departments including, but not limited to, Student Accessibility Services (SAS), Print Shop and Bookstore are working together to ensure students’ requests for accessible formats are met in a timely manner. Many textbooks are now available in digital format through the Bookstore’s Brytewave program.

### Section 18: Libraries of Educational and Training Institutions

As of January 1, 2015 this requirement compelled libraries of educational institutions to supply educational materials in accessible formats upon request. In 2015, this requirement applies only to print-based material, but will be expanded in 2020 to include other types of materials such as digital media files. The library completed much work on this project and is currently in compliance with this requirement. Bata and Durham libraries are currently part of the Ontario Council of University Libraries Accessible Content E-portal (ACE), which allows partner universities to provide registered students access to an ever-increasing repository of accessible format texts. The success of ACE at Trent is attributable to the dedication of library staff and departmental collaboration between the libraries and SAS.

# Section 2

## On-going and Looking Forward

### On-going Customer Service Training Requirement

The AODA Customer Service Standard (CSS) requires on-going training for new staff, faculty and student employees. The CHREA continues to offer training in multi-modalities to meet our legislative compliance. All new hires are informed of the CSS training requirement through Human Resources, Risk Management, new employee e-mail check list, and via New Staff Orientation.

In-person sessions are offered through the Human Resource Staff Development Schedule. Sessions are also offered upon request for departmental groups.

E-learning sessions are offered through BLACKBOARD.

### Percentage of Staff Trained

AODA CSS Student Employees and Leaders: 99.99%

AODA Staff CCS Training: 58.66%

### Accessibility Awareness Training for Educators

As of January 1, 2013, Trent was required to provide its educators with accessibility awareness training so that they may create inclusive classroom environments and increased learning opportunities for students with disabilities. This training is offered on an ongoing basis through Blackboard.

E-Learning Accessibility Awareness Training: 51.4% of educators trained to date.

### Continued Services:

Accessible Customer Service Record Keeping and Feedback Mechanisms

### Athletic Centre – Accessibility Training Initiative

The Athletics Centre partnered with CHREA to initiate a training project aimed at increasing staff awareness of accessibility issues ranging from accessibility at the Service Desk to incorporating accessibility into all aspects of the fitness environment. This project involved development of an extensive manual which highlighted best practices in accessibility with relevance to customer service, safety and athletics. The manual contained relevant examples, scenarios to encourage problem-solving.

## Looking Beyond: Design of Public Spaces Standard (formerly Built Environment)

### Design of Public Spaces Standard

January 1, 2016 was the date that Trent University must be compliant with the AODA Design of Public Spaces Standard. This standard is not retroactive in the sense that Trent is not required to retrofit (for accessibility) all of its buildings. The standard does apply to new buildings and those that are significantly modified or renovated. This standard works with the Ontario Building Code (OBC), including the 2015 accessibility updates, in requiring accessible public spaces. However, in contrast to the OBC, the AODA Design of Public Spaces Standard applies largely to outdoor spaces with the exception of service counters, queuing lines and fixed seating in waiting areas. CHREA and the PACHREA Accessibility Subcommittee have worked to put processes in place to ensure that projects are reviewed with accessibility as a key consideration and that public consultation, as required in the standard, is met. PACHREA Accessibility Subcommittee members have agreed on a process by where they will be consulted on accessibility projects requiring consultation and this committee will then take any need for further consultation to the broader community.

PACHREA and CHREA have worked with the Physical Resources Department (PRD) on ensuring that accessibility is a key consideration when new projects are brought forward and are in the planning stages. PRD has staff who are experts in the Ontario Building Code as well as municipal building requirements and are in contact with professionals at municipal levels as well as external consultants to ensure that accessibility is a priority for the built environment.

### Consultations

Accessibility consultations occurred in relation to a variety at spaces at Trent University, the key one being for the creation of the new Students’ Centre due to open in the fall of 2017. Accessibility has been a key aspect as the planning process has unfolded, and expertise was sought from accessibility consultants specifically related to this project, input from PRD, end users of accessibility, and CHREA.

The Trent Centre for Aging now located in Blackburn Hall also underwent an accessibility upgrade involving its exterior and interior entrance ways. This was a successful collaboration between the Centre for Aging, PRD and CHREA.

### Gender Inclusive Washrooms

Trent introduced its first gender inclusive washroom in winter 2015 and has steadily been adding more inclusive washroom facilities over this past year. These washrooms are located across Symons campus and the signage now denotes that these single stall washrooms are available to anyone of any gender identity. Many of these washrooms are also fully accessible, meeting the 2015 Ontario Building Code Requirements for accessible washrooms. Work on this project continues.



Figure One :All Gender Restroom Signage

### ESDC Grant

In summer 2014, Trent applied for an Enabling Accessibility Grant through Employment and Social Development Canada (ESDC). Trent was successfully awarded this grant for $38,000 and the official announcement came on April 25, 2015 with the Minister of Families, Children and Social Development visiting Trent for the occasion. Funds from this grant went to accessibility upgrades in Durham, including installation of four (4) accessible door controls to classroom and labs. Bata Library was also involved and used funds to acquire twenty-six (26) height adjustable, accessible workstations. The grant projects were concluded in January 2016 when workstations were delivered and set-up, and remaining funds were used to purchase an external book return for the library, which will be placed in a new accessible location.

## Looking Beyond: Customer Service Standard Revisions

### Customer Service at Trent

The AODA Customer Service Standard (CSS) underwent a review process in 2013 – 2014 and recommendations from this review were made to the government. These proposed changes were posted for public consultation/comment for the period of November 9, 2015 – January 15, 2016. The government expects to enact final changes to the standard on July 1, 2016. These proposed changes relate largely to changes in language and reference to organization size that will bring the CSS into alignment with the AODA Integrated Accessibility Standards Regulation (IASR). Of particular relevance to Trent may be the changes to the portion on service animals, which involve minor definitional changes, as well as changes to language in the section on CSS training.

# Section 3

## Fostering a Culture of Inclusivity Beyond Compliance

### Academic Plan

The mission of Trent University affirms its commitment to an inclusive intellectual and social community that values the contributions and collaboration of all its members. To promote such a culture, Trent has taken the lead on important initiatives to make education accessible to people with disabilities and to foster their active participation in the life of the university.

Excerpt from: Radical Recovery: An Academic Plan for Trent University (2012-2015)

***“*Recommendation 6. Affirm and ensure a culture of inclusivity.**

The Committee recommends a renewed affirmation in our marketing and practices of Trent's long-standing commitment to inclusivity, tolerance, and openness to diversity in all of its forms. We envisage a proactive approach rather than merely adhering to the letter of the law (i.e., the Accessibility for Ontarians with Disabilities Act [AODA]). This would involve not only accommodating students with physical or learning challenges, but articulating clearly that Trent welcomes diversity in all of its many hues: in sexual orientations, social class, creed, ethnicity, and so on. Trent will be clear in its creation of a culture of openness by educating ourselves about innovative pedagogies, exploring the use of technologies in teaching to "invisible learning challenges" and so on. This would necessarily involve cooperation and collegial collaboration between faculty members and the Disability Services Office”

### The MV-1

Trent’s commitment to accessibility has been demonstrated with the successful addition of the first ever MV-1 campus shuttle - Canada's First Accessible Vehicle. Our MV-1 is an accessible transportation solution that is providing a direct service that addresses the physical accessibility barriers present on and between Peterborough campuses.

The MV-1 Shuttle has been in full operation since October 2013. The spring/summer of 2015 brought about major changes for the MV-1 as its daily operations and scheduling were assumed by the Print Shop/Mail Room, and, in the fall of 2015, Walkhome began sharing the responsibility for MV-1 operations by having student staff facilitate evening rides as part of their service. Although the MV-1 is now a key part of the mail delivery service, accessibility remains a priority as indicated in the Memorandum of Agreement signed by CHREA and the Print Shop.

MV-1 rides can be booked online through the [MV-1 webpage](http://www.trentu.ca/mv1) or by calling the Print Shop (705-748-1403).

### Peterborough Accessibility Collaboration

In December 2015, CHREA staff participated in the inaugural meeting of the Peterborough Accessibility Collaboration which included accessibility champions from the City of Peterborough, Fleming College and Ministry of Natural Resources and Forestry. This group anticipates coming together occasionally throughout the year to share best practice knowledge and resources while working toward a shared vision of raising awareness about accessibility issues in the Peterborough community.

### TEACH Outside the Box – Practicum Students

In late 2015, CHREA welcomed three (3) students who are completing their alternative education placements with the Centre, as part of the TEACH Outside the Box program for Bachelor of Education students. These students are each completing thirty-five (35) hours at CHREA, contributing to the accessibility portfolio in a number of ways, including working on an accessible documents presentation for the university community.

### Valuing Diversity and Inclusivity Presentations

The Centre for Human Rights, Equity and Accessibility hosted several information sessions through various partnerships at Trent. The CHREA worked with our Human Resources Department, IMPACT, and the Student Support Certificate to facilitate sessions on the topic of human rights, valuing diversity and best practices for inclusivity.

## Contact Information

For additional information or if you require an accessible version of this report please contact:

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