

# Laurentian University

# Multi-Year Accessibility Plan

**This document is available in alternate formats, upon request. Please contact the Equity, Diversity and Human Rights Office at 705-675-1151 x 3427 or by email at [edhr@laurentian.ca](mailto:edhr@laurentian.ca)**

## Accessibility Feedback

Laurentian University recognizes that feedback is critical to the process of identifying and removing barriers to participation as well as improving how we deliver our services to persons with disabilities. Feedback may be given by emailing the Equity, Diversity and Human Rights Office at [edhr@laurentian.ca](mailto:edhr@laurentian.ca), or by telephone at 705-675-1151 x 3427. You may also send feedback via regular mail:

Equity, Diversity and Human Rights Office  
Laurentian University  
935, Ramsey Lake Road  
Sudbury ON P3E 2C6

## Foreward

Laurentian University is committed to creating a campus community that is safe and inclusive for all individuals. Successful learning, living, and employment outcomes are the result of a shared responsibility and commitment on the part of students, employees, faculty, and senior administrators. As Laurentian continues to enhance its culture of inclusiveness, it will require the recognition and support of everyone on campus to ensure the removal of barriers to accessibility.

The aim of this document is to describe Laurentian University's compliance requirements as per the Accessibility for Ontarians with Disabilities Act, 2005, and measures it will take moving forward to identify, remove, and prevent barriers to persons with disabilities so that our faculty, staff, students, parents, alumnae, and members of the broader community can access the university's goods and services, facilities, and premises in a way that ensures inclusion, dignity and independence. The goal is to advance our understanding of what makes a truly accessible organization, and to transform that knowledge into a culture that builds accessibility into everything that we do.

The EDHRO would like to thank the many members of the university community for their hard work and collaborative efforts as we continue to foster positive attitudes and make progress towards a barrier-free campus. Accessibility is everyone's responsibility; we welcome input from all members of the Laurentian University community - students, faculty, staff, alumnae, and friends - as we work together towards creating an environment that ensures that everyone has a full and enriching Laurentian experience.

## Integrated Accessibility Standards - General

Legislated Requirement of O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11					
Legislated Requirements	Deliverables	Compliance			Status/ Progress to Date
		Date	Accountability	Strategies for Compliance	
1. Establish accessibility policies and procedures outlining how Laurentian 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.	01-Jan-13	Provost and Vice-President Academic (Policies & Procedures); Vice-President, Administration (Policies and Procedures); Vice-President, Research (Policies & Procedures); University Secretary and General Counsel (Repository for Board of Governors and Senate Policies). The Equity, Diversity and Human Rights Office has delegated authority for administering the Policy on Accessibility Standards for Customer Service and of AODA	Laurentian University's accessibility policies are posted on website. <a href="https://laurentian.ca/policies-accountability">https://laurentian.ca/policies-accountability</a> and <a href="https://laurentian.ca/accessibility">https://laurentian.ca/accessibility</a>	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 Laurentian's mandate to meet the accessibility needs of persons with disabilities. Provide document to public in an accessible format upon request.	01-Jan-13	Office of the President and Vice-Chancellor	Laurentian University's Statement of Commitment is posted on the accessibility page: <a href="https://laurentian.ca/accessibility">https://laurentian.ca/accessibility</a>	Complete
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.	First Plan: 1-Jan-13  Renewed Plan: 1-Jan-18, December, 2023	Equity, Diversity and Human Rights Office	Multi-year plan to be posted on Laurentian University's website. <a href="https://laurentian.ca/accessibility">https://laurentian.ca/accessibility</a>	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.	01-Jan-13	Procurement, Contract and Risk and Facilities	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

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Legislated Requirements	Deliverables	Compliance			Status/ Progress to Date
		Date	Accountability	Strategies for Compliance	
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 Laurentian University regarding the requirements of the accessibility standards as it relates to persons with disabilities. Records to be maintained on training provided.	01-Jan-14	Development: EDHRO Implementation: Provost and VP Academic for academic employees HROD for non-academic employees, Procurement, Contract and Risk and Facilities	All new employees are provided with accessibility training as part of their onboarding. Online training and resources to train and educate on reducing and eliminating barriers are available for all employees e.g. <a href="https://laurentian.ca/web/accessibility">https://laurentian.ca/web/accessibility</a> ; <a href="https://laurentian.ca/accessibility">https://laurentian.ca/accessibility</a> .	Complete

## Integrated Accessibility Standards - Information Communications

Legislated Requirement of O. Reg. 191/11: INTEGRATED					
Legislated Requirements	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)	Laurentian to establish an accessible process for receiving and responding to feedback with persons with disabilities. Feedback process to be available on accessibility website.	01-Jan-14	University-wide	The Laurentian community is directed to provide feedback regarding accessibility on campus to the EDHRO at edhr@laurentian.ca on the accessibility web page <a href="https://laurentian.ca/accessibility">https://laurentian.ca/accessibility</a>	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.	01-Jan-15	University-wide	We currently provide customer service standards required documents in alternate format upon request. Laurentian will make arrangements to provide information in an accessible format or with other communication supports, upon request.	Complete
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.	01-Jan-12	Campus Safety	Laurentian will make arrangements to provide information in an accessible format or with other communication supports, upon request.	Complete
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)	Laurentian will develop websites that comply with WCAG 2.0 standard. Beginning January 1, 2021: all public websites and web content posted after January 1, 2012 will meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)	01-Jan-14	Information Technology (IT), and Digital Strategies	The primary focus is on educating staff across the campus on website maintenance practices that keep sites AODA compliant by continuously monitoring and resolving A/AA issues. IT will also ensure that all templates are compliant and barrier-free. An educational web page was created at <a href="https://laurentian.ca/web/accessibility">https://laurentian.ca/web/accessibility</a> with its content implemented within general web training sessions.	Ongoing
5. Provide educational and training resources or materials in an accessible format that takes into account individual accessibility needs, upon request Provide students records, program requirements and description in an accessible format, upon request. (O. Reg. 191/11, s. 15)	Arrange for the provision of comparable accessible formats through Library Services.	01-Jan-13	Provost and Vice President Academic, University Librarian, Accessibility Services and the Registrar's Office	Laurentian is aware of the requirements of this legislation and will make arrangements to provide material in accessible formats or with communication supports, upon request. See link: <a href="https://biblio.laurentian.ca/research/content/library-accessibility-services">https://biblio.laurentian.ca/research/content/library-accessibility-services</a>	Complete

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Legislated Requirement of O. Reg. 191/11: INTEGRATED					
Legislated Requirements	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/ Progress to Date
6. Provide training to educators on accessibility awareness related to accessible program or course delivery and instruction. (O. Reg. 191/11, s. 16)	Training in the form of a tool kit on accessible instruction is provided to instructors. Records of the training are kept.	01-Jan-13	Provost and Vice President Academic	As per AODA legislation, Laurentian will provide educators with accessibility awareness training related to accessible program or course delivery and instruction. The University's Human Resources Department will keep a record of such training which includes the dates on when the training has been provided and the number of individuals to whom it has been provided to. Also, the COU Toolkit is available through the LU AODA webpage under accessible education: <a href="https://laurentian.ca/accessibility">https://laurentian.ca/accessibility</a> as is accessible e-learning.	Ongoing
7. Provide Laurentian produced textbooks and print-based educational supplementary learning resources in accessible format, upon request. (O. Reg. 191/11, s. 17)	Laurentian to produce supplementary course packages in accessible formats.	01-Jan-15	Accessibility Services	The Accessibility Services Office will ensure that accessible or conversion ready versions of print-based educational or training supplementary learning resources are provided to the University, upon request. See link: <a href="https://biblio.laurentian.ca/research/content/library-">https://biblio.laurentian.ca/research/content/library-</a>	Complete
8. Develop library procedures to provide, procure or acquire print materials in accessible or conversion ready format, upon request. (O. Reg. 191/11, s. 18)	Implement Library procedures for the provision, procurement, or acquisition of print resources in an accessible format.	01-Jan-15	Provost and Vice President Academic, and University Librarian	With the exception of special collections, archival materials, rare books and donations, Laurentian's libraries will provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request. See link: <a href="https://biblio.laurentian.ca/research/content/library-accessibility-services">https://biblio.laurentian.ca/research/content/library-accessibility-services</a>	Complete

## Integrated Accessibility Standards - Employment

Legislated Requirement of O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11					
Legislated Requirements	Deliverables	Compliance			Status/ Progress to Date
		Date	Accountability	Strategies for Compliance	
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 Laurentian provides accommodation	01-Jan-14	Provost and VP Academic for academic employees, and HRO for non-academic employees	A statement regarding both recruitment and accommodation is found on the Laurentian website: <a href="https://laurentian.ca/accessibility">https://laurentian.ca/accessibility</a> and all academic postings include a statement regarding accommodation ( <a href="https://laurentian.ca/careers/faculty-Vacancies">https://laurentian.ca/careers/faculty-Vacancies</a> )	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 Laurentian provides accommodation during the interview / selection process. Laurentian provides accommodation to selected candidates for employment testing, upon request.	01-Jan-14	Provost and VP Academic for academic employees, and HRO for non-academic employees	Academic employees: Deans or directors remind short-listed applicants for faculty and librarian appointments to inquire should they have accommodation needs and advise that accommodation is available, upon request. [this language also appears in job postings]. Non-academic employees: HRO contacts short listed applicants to advise 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 Laurentian's Policies and Procedures and link to the AODA webpage at: <a href="https://laurentian.ca/accessibility">https://laurentian.ca/accessibility</a> .	01-Jan-14	Provost and Vice-President Academic for academic employees, and HROD for non-academic employees	Template letters of offer are periodically revised, we will ensure that a statement of accommodation is included in all offer letters.	Ongoing
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.	01-Jan-14	Provost and VP Academic for academic employees, and HROD for non-academic employees	Relevant policies are reviewed during orientation for all new employees.	Complete and Ongoing
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.	01-Jan-14	University-wide	Continue to educate managers and central University offices about these requirements.	Complete and Ongoing

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Legislated Requirements	Deliverables	Compliance			Status/ Progress to Date
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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. Laurentian 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.	01-Jan-12	University-wide, Facilities, Campus Safety, Occupational Health and Safety, HROD	Employees have an opportunity to discuss any concerns with Campus Safety during an accommodation meeting. Any specific identified response measures will be included in the documented accommodation plan as required.	Ongoing
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: <ul style="list-style-type: none"> <li>the employee requesting accommodation will participate to develop the individual accommodation plan;</li> <li>the employee will be assessed individually;</li> <li>the employer can request evaluation by an outside medical or other expert;</li> <li>the employee can request representation from their bargaining unit;</li> <li>the employee's personal Information will be protected;</li> <li>individual accommodation plans will be reviewed and updated;</li> <li>if an accommodation plan is denied, the employee will receive reasons for the denial; and</li> <li>the plan will be provided in a format that takes the employee's accessibility needs into account.</li> </ul> (O. Reg. 191/11, s. 28)	Ensure process of documented individual accommodation plans are integrated in the University's Policies and Guidelines.	01-Jan-14	Occupational Health and Safety, HROD	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.	Ongoing
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 Laurentian 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.	01-Jan-14	University-wide, Occupational Health and Safety, HROD	OHS assists departments in facilitating the return to work of employees in accordance with the disability supports.	Ongoing



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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)	Laurentian 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.	01-Jan-14	HROD, Supervisors and Occupational Health and Safety	Managerial training regarding performance management instructs managers to consider individual accommodation plans. Continuously research best practices to comply with AODA requirements.	Ongoing
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)	Laurentian 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.	01-Jan-14	HROD, Supervisors and Occupational Health and Safety	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.	Ongoing
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)	Laurentian to consider employee accessibility needs when redeployed. Processes to be documented and communicated to employees and management that deal with redeployment.	01-Jan-14	HROD, Supervisors and Occupational Health and Safety	When redeploying employees, the unit manager is responsible for identifying any accommodations and/or AODA requirements for the work that needs to be completed, the Health and Safety Manager as well as HROD assist in this process. This process is reviewed on a yearly basis.	Ongoing

## Integrated Accessibility Standards - Transportation

Legislated Requirement of O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11					
Legislated Requirements	Deliverables	Compliance Date	Accountability	Strategies for Compliance	Status/Progress to Date
1. When providing transportation services, will arrange for accessible vehicles upon request. (O. Reg. 191/11, s. 76)	Laurentian to provide accessible transportation services upon request for employees and students.	01-Jan-11	Campus Safety, Accessibility Services	While Laurentian has campus security services in place for persons with disabilities who have mobility related needs, Laurentian will ensure that accessible vehicles or equivalent services are provided, upon request.	Complete

## Integrated Accessibility Standards – Design of Public Spaces Standard

Legislated Requirement of O. Reg. 413/12: INTEGRATED ACCESSIBILITY STANDARDS under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11					
Legislated Requirements	Deliverables	Compliance			Status/ Progress to Date
		Date	Accountability	Strategies for Compliance	
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)	Laurentian to ensure that sidewalks and walkways provide accessibility to people with disabilities.	01-Jan-16	Facilities	As per updated standards for all pathways, new campus pathways will use appropriate tactile surface curbs which cuts at all intersections with roadways.	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)	Laurentian to ensure that off-street park that is newly constructed or redeveloped provides accessibility to people with disabilities.	01-Jan-16	Facilities	New off-street parking will be designed and built so that travel is accessible.	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)	Laurentian to consider all new requirements when planning construction of new service counters, fixed queuing guides and waiting areas.	01-Jan-16	Facilities, Procurement	Through the Procurement, Contract and Risk department and/or Facilities Services, Laurentian will ensure that goods, services, and facilities which are procured or acquired incorporate accessible design, criteria, and features. When it is not practicable to do so, Laurentian will provide an explanation, upon request.	Complete
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)	Laurentian's multi-year accessibility plan includes 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	01-Jan-16	Facilities	Laurentian will ensure that repairs or requests for service related to accessibility services sent to Facilities are accelerated, and followed-up with as quickly as possible.	Ongoing