

Accessibility Plan and Policies for Dominican University College (DUC)

This 2014-21 accessibility plan outlines the policies and actions that DUC will put in place to improve opportunities for people with disabilities. DUC will review and update the accessibility plan at least once every five years.

Statement of Commitment

DUC 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

DUC 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

DUC 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.

DUC will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**.

Customer service training shall be provided for:

- Those who interact with members of the public on behalf of DUC.
- Persons who participate in developing DUC's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

Kiosks/Procurement

DUC took the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by **January 1, 2014**.

DUC shall incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities except where it is not practicable to do so. When it is not practicable to do so, DUC will provide, upon request, an explanation.

Information and communications

DUC is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

DUC took the following steps to make all new websites and content on those sites conform to WCAG 2.0, Level A by **January 1, 2014**.

DUC 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.

DUC will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**.

DUC shall establish an accessible process for receiving and responding to feedback about the manner in which DUC provides goods or services to persons with disabilities. The information about the process will be readily available to the public.

DUC will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2015**.

Upon request, DUC shall provide or arrange for publicly available information in accessible formats and/or communication supports for persons with disabilities in a timely manner, taking into account the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons. We may consult with the person to determine the suitability of the accessible format or communication support.

DUC will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by **January 1, 2021**.

DUC 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.

Employment

DUC is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, DUC will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

Hiring managers shall be aware of the requirements and should notify candidates that DUC provides accommodation during the interview/selection process.

Orientation shall be provided for all new employees regarding policies of employment equity and accommodation.

DUC 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.

DUC shall create and maintain return to work process and ensure existing return to work programs address steps required to address accommodation needs.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if DUC is using performance management, career development and redeployment processes.

DUC shall consider employee accessibility needs when providing performance management, career development or when redeployed. Processes shall be documented and communicated to employees and management that deal with performance management activities, career development and development or redeployment.

DUC will take the following steps to prevent and remove other accessibility barriers identified.

- Attitudinal barriers that discriminate against people with disabilities.
- Architectural and physical barriers that cause problems for people with disabilities.

Design of Public Spaces

DUC will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

DUC will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

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

For more information

For more information on this accessibility plan, please contact Peter Foy, Vice-President, Finance and Administration at:

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Accessible formats of this document are available free upon request from DUC.