DURHAM COLLEGE
SUCCESS MATTERS

Durham College AODA and ODA

Accessibility Plan 2015-2016

Year Thirteen

Expecting Diversity, Embracing Inclusion

September 2015

Under the Accessibility for Ontarians with Disabilities Act, 2005, and specifically Regulation 191/11 "Integrated Accessibility Standards" ("Regulation"), the Government of Ontario Legislative Assembly, designated public sector organizations and large organizations, including the Office of the Ombudsman, are required to develop multi-year accessibility plans outlining their strategy to prevent and remove barriers, and to meet requirements under the Regulation. (O.Reg. 191/11,s.4).

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Table of Contents

Introduction

The following report updates the Durham College Accessibility Plan and is submitted in compliance with the Ontarians with Disabilities Act, (ODA, 2001). The report provides information on Durham College's progress towards developing an accessible and inclusive environment in the context of our values of respect, equal access and diversity.

Our strategic goal is to support student success and the College has welcomed the pro-active approach of the Accessibility for Ontarians with Disabilities Act (AODA) in setting standards to identify and remove barriers that ultimately ensure not only student success, but the success of our entire community.

We are pleased with the progress towards an inclusive campus during the past year, through the annual prioritization of removing barriers in the built environment and through progress on the objectives established for 2014-2015:

1. Continue initiatives to sustain compliance with AODA requirements.
2. Continue initiatives to expand the campus capacity to support mental health.
3. Promote inclusion for access to all.
4. Establish WCAG A standards for websites.

We look forward to continuing on the path to accessibility in the coming year.

Accessibility Plan 2014-2015 Progress Report

Objective 1: AODA Compliance

Goals

Initiative	Department	Status	Progress to Date/Planned Adjustments
1. Review of all training initiatives and confirmation of staff completion.	Human Resources	Completed	Complete audit of employee training in customer service standard, integrated standard and where applicable, universal design was completed Multiple training sessions on creation of accessible documents delivered to over 200 staff and students, by members of the Access and Support Centre; and CAFÉ teams. These sessions will continue over the 2015-16 academic year.
2. Identify gaps in training and implement process to resolve.	Human Resources/VPSA	Completed	Notices were issued to managers regarding any identified training gaps. Training completion rates restored to near 100% with exceptions for employees on leave or in process of training because of recent start dates.

3. Continue review of all policies and procedures for accessibility and inclusion.	VPSA, Office of the President	In progress	Accessible templates have been created for all college policies and procedures. Existing policies and procedures are being transferred to the new template, and all new policies/procedures will be entered into the template. The following policies were either created, or updated and reviewed by legal counsel: • Durham College Accessibility Policy • Durham College Accommodations for Students with Disabilities/Exceptionalities Policy and Procedure (includes an appeals process) • Durham College Academic Accommodation for Students with Disabilities The Accessible Customer Service and Integrated Accessible Standards Regulation were separated from the existing Durham College Accessibility Policy into stand-alone policies.
4. Review existing websites for two departments (International and Employment Help in 2014-15) and update for accessibility.	Communications and Marketing	In progress	The re-designed International website exceeded our initiative by complying with both WCAG 2.0 A and WCAG 2.0 AA standards. To ensure continued compliance, the website has been added to Site Improve, for continuous monitoring by the Durham College web team. The new International website is slated to launch Fall 2015.

5. Continue adaptations of built environment including public spaces. Review and develop implementation plans.	AVP, Facilities	In progress	Current funding (2014-2015) available for accessibility renewal is 150K. Summer upgrades and renovations are taking place. Fire exit signs will be updated from red to green.
6. Expand resources on Accessibility website for staff and faculty use.	Communications & Marketing, VPSA	Completed	Staff are now required to make their web documents accessible prior to upload. Resources (both print and video) relating to creating accessible documents have been provided via campus intranet. Sourcing additional resources remains ongoing as new resources become available. The Communications and Marketing team hired a work study student to continue review of website accessibility compliance. Training on use of the new accessibility-monitoring tool
7. Complete broad-based consultation with student population with exceptionalities to review Accessibility Plan and identify next steps to update.	Access and Support Centre	Completed	Focus group meeting was conducted in January, 2015. Students were asked to provide feedback about their experiences in the classroom, with the Access and Support Centre, and facilities. Students' primary recommendations were that faculty receive additional mandatory training on AODA standards; and that the college hire additional assistive technologists.
Objective 2: Expand Mental Health and Healthy Campus Support			

Goals: :			

Initiative	Department	Status	Progress to Date/Planned Adjustments
1. Implement Coaching Pilot to determine impact on resilience from assigning students to a coach.	VPSA	completed	• Coaching pilot implemented with focus on resilience and prevention of mental health crises. Students in the pilot were split into two groups with one group assigned to a coach and a comparator group not assigned to a coach. Students with coaches indicated improved resilience through quantitative and qualitative feedback. The pilot demonstrated that person-to person contact is important for success. E-coaching is helpful, but the next stage of the program will focus on the one-one coach to student support. • The Access and Support Centre (ASC) implemented pilot program with at-risk students this year. Program outcomes demonstrated that students who have active intervention developed their own success plan and followed the plan experienced higher retention rates than at risk students who did not follow through on the intervention process.
2. Implement recommendation to train all new staff and faculty in Mental Health First Aid.	Human Resources	In process	• Mental Health First Aid training was offered to all staff and faculty 7 times over the course of the year. Recommendation made to expand more intentionally to specific faculty groups.
3. Expand existing training and resource material on supporting individuals with	VPSA	In progress	Coaches regularly update existing training and resource material on supporting individuals with mental illness and mental health issues; as well as providing new resources.

mental illness and mental health issues.			
4. Complete and obtain approval for Wellness Support and Intervention policy and procedure; and implement.	VPSA	Completed	Campus Assessment and Support for Students (CASS) policy and procedure were developed and approved by college leadership team in August 2015. This purpose of this policy is to consider all available factors when assessing a student's concerning behavior, with a goal of supporting the student through a distressing event or complex circumstances. Student needs are triaged and prioritized primarily to support and protect the individual, members of the college community, and to protect college reputation and assets.
5. Move campus intramural and recreation program coordination to Athletics and establish targets to increase participation rates by 10% in 2014-15.	VPSA	Completed	Participation rates were increased by 100 per cent over 2013-14.
Objective 3: Diversity, Inclusion, and Community Culture Integration			

Initiative	Department	Status	Progress to Date/Planned Adjustments
1. Implement "Yes Means Yes" campaign.	Diversity	Completed	• Yes Means Yes campaign focusses on consent, healthy sex, relationships and sexuality and allows students to take ownership of their sexual practices. • More positive conversations have been taking place about sexual violence. A committee was launched earlier this year to create campus protocols, in advance of the Sexual Violence Response protocol mandated by the government. Dialogue sessions took place with students about consent and what healthy sex meant to them. • Training sessions have been delivered to DC Crew and Residence Advisor. In addition, sexual violence training sessions have been developed for staff for roll-out in August, September and October. • Sexual Violence Response policy, procedure and protocol was finalized and made publicly available online as of March 31.
2. Promote campus community participation in PanAm and Para PanAm Games leadership and diversity programs	VPSA	Completed	Promotion and facilitation of volunteer enrollment occurred October 29.
3. Initiate Wellness Activity Challenge for campus.	VPSA	Completed	Healthy Campus Task force – Staff and Culture group ran challenge from January to April, 2015. A total of 64 staff participated in 12 week challenge that focused on all aspects of wellness.
Objective 4: Communication •			

1. Re-design International department website to meet WCAG A standards and include additional usability features to help improve language barriers.	Communications & Marketing	Completed	The re-designed International website exceeded our initiative by complying with both WCAG 2.0 A and WCAG 2.0 AA standards. To ensure continued compliance, the website has been added to Site Improve, for continuous monitoring by the Durham College web team. The new International website is slated to launch Fall 2015.
2. Update all 150+ program pages on the Durham College website to meet WCAG A standards.	Communications & Marketing	Completed	• The Durham College program pages have been redesigned to exceeded our initiative by complying with both WCAG 2.0 A and WCAG 2.0 AA standards. To ensure continued compliance, the Durham College website has been added to Site Improve, for continuous monitoring by the Durham College web team.
3. Re-design Community Employment Services website to meet WCAG A standards.	Communications & Marketing	In progress	• The re-designed Community Employment Services website has two minor fixes needed to exceed our initiative by complying with both WCAG 2.0 A and WCAG 2.0 AA standards. Durham College has worked with several plugin developers to ensure their plugins comply with WCAG 2.0 AA standards. This not only fixes Durham College websites, but hundreds of thousands of websites around the world. Once the last plugin on this website is fixed in Fall of 2015, it will comply with WCAG 2.0 AA standards. To ensure continued compliance, the website has been added to Site Improve, for continuous monitoring by the Durham College web team.

• **Other 2014-2015 Accomplishments/Updates**

List all other accomplishments, updates, initiatives, and/or project status relating to accessibility that cannot be captured within the objectives noted above.

Initiative	Department	Status	Progress To Date/Planned Adjustment
Re-formed Accessible Coordinating Committee	VPSA	Completed	• Group was re-structured to realize goals integrating the campus by engaging members of the college community and moving items into action. Accessibility is becoming embedded into the college culture and identified as everyone's responsibility.

Objectives 2015-2016

I.   AODA Compliance
  a. Establish procedure to ensure more efficiency in updates to part time employee training compliance.
  b. Continue adaptations of built environment as identified for accessibility.
  c. Expand training for all employees on creation of accessible documents and presentations.
  d. Implement communications plan for all new accessibility and accommodations policies approved in 2015.

II.   Mental Health and Wellness
  a. Establish new employee program and policy for wellness development.
  b. Develop and implement expanded Mental Health First Aid program to include identification of writing of concern and use of new Campus Assessment for Support (CASS) policy and procedure.
  c. Implement communications plan for CASS to raise awareness of new policy and procedure.
  d. Expand coaching pilot to all students registered with Access and Support Centre for accommodations.
  e. Expand ASC program to identify at risk students for outreach on mental health issues.
  f. Launch coaching and support centres in Whitby and Oshawa for daily coaching support to students.
  g. Launch peer mentoring program in Whitby to support students with mental health needs.

III.   Diversity, Inclusion and Community Culture
  a. Collaborate on employee training initiative to incorporate inclusion of individuals who need accommodations and promotion of integration of the community culture
  b. Establish programs for prevention and response to sexual violence in context of campus well-being.

IV.   Communication
  a. Continue development of websites at WCAG A standards.
  b. Implement use of Site Tracker and train community in use to establish best practices in web design.
  c. Review all current Durham College websites that do not meet WCAG 2.0 level A standards and develop a plan to ensure websites will be redesigned or updated to meet standards.

APPENDIX A

2015-2016 Accessibility Working Group Members

Brandon Carson, Co-chair, Communications and Marketing
Jennifer Gibbs, Co-chair, Human Resources

Ralph Aprile, Facilities and Ancillary Services (Alan Dunn, winter 2015)

Ashley Bennett, Student Association
Kyle Chapman, C.A.F.E
Rebecca Dempsey, Campus Health Centre
Paula Desaulniers, Access and Support Centre
Angie Paisley, Student Affairs
Cindy Foley, Continuing Education
Edie Forsyth, External representative
Karen Anderson, Community Integration through Cooperative Education
Kathy Lazenby, Campus Health Centre
Andrea Leskowsky-Grupp, Faculty, School of Interdisciplinary Studies
Donna McAllister, External representative
Meri Kim Oliver, Student Affairs
Christian Schortmeyer, Student representative