

Accessibility Plan 2017-18 and Progress Report

August 23, 2017

Executive Summary

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 2017-18:

1. Provide additional training and resources for college employees.
2. Perform accessibility audits of campus' and locations.
3. Gather feedback from students on accessibility of our campuses and locations.
4. Continue initiatives to sustain compliance with AODA requirements

We have continued with the previous year's scorecard reporting format, which is a clearer reflection of our progress and plans. In addition, the multi-year plan for 2016-2020 can be viewed on the Durham College website.

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






Durham College
Accessibility Plan 2017-18

Objective	Update on Activities and Actions	Lead	Current Status
Objective #1 - IT and Procurement			
Expand purchasing task force to include lab, shop, kitchen upgrades and classroom equipment.		IT, Purchasing and Procurement Task Force	
Investigate and acquire statistics regarding academic software and e-books that are meeting accessibility standards.		IT, Purchasing and Procurement Task Force	
Create list of websites currently hosted by DC and establish plan from all website owners regarding implementation of AODA compliance.		IT, Purchasing and Procurement Task Force	
Include standardized accessibility messages on footer of all websites.		IT, Purchasing and Procurement Task Force	
Objective #2 - Training and Resources			
Produce training videos for creating accessible documents and forms.		Access and Support Centre / Centre for Academic And Faculty Enrichment	
Provide training to DC community for service animals on campus.		Animal Service Task Force	
Create accessibility review checklist as a training resource for academic course development.		Centre for Academic And Faculty Enrichment	









Durham College
Accessibility Plan 2017-18

Create accessibility review checklist for purchasing purposes.		IT Purchasing and Procurement Task Force	
Offer and encourage Mental Health First Aid training for all lab instructors to ensure they provide proper training and learning environment for all students working with unsafe materials in a proper manner.		Human Resources	
Objective #3 - Communication			
Communicate to DC community about service animals on campus.		Animal Service Task Force / Communications Task Force	
Communicate to DC community about available accessibility checklists and resources.		Communications Task Force	
Market accessibility on campus through DC communication channels.		Communications Task Force	
Objective #4 - Audit			
To recruit members for an Audit Task Force and prepare Terms of Reference.		Audit Task Force	
Ensure enhancements to Whitby entrance is accessible and addresses issue with sidewalk access for mobility devices.		Audit Task Force	
Investigate and implement a policy and procedure for Accessibility Audits.		Audit Task Force	


Durham College
Progress Report 2016-17

Objective	Update on activities and actions	Lead	Current Status
Objective #1 - Improve Communications			
Review current notice of service disruption procedure and ensure each step is being followed.	Communications and Marketing and Facilities have confirmed procedure is being followed.	Communications Task Force	Completed ✓
Notify public of alternate locations during the disruption of services, and not rely solely on electronic communication. Update service disruptions link on Accessibility page. Tighten communications link between Facilities, and Communications & Marketing for immediate posting of service disruptions.	Updated notice of service disruptions link on Accessibility website. Worked with Communications & Marketing and Facilities to ensure process was as streamlined as possible for immediate posting of service disruptions.	Communications Task Force	On Track 
Create document that outlines steps to be taken in connection with a temporary disruption and upon request, give a copy of the document to any person.			On hold, requires further investigation 
Update website and documents to include all formats that are available.			On hold, requires further investigation 
Explain feedback process to include a resource to address in-person and telephone complaints.	Telephone option for accessibility feedback can now be directed using the Need Help contact information on the Accessibility webpage.	Communications Task Force	Completed ✓
Create list of websites currently hosted by DC along with external sites that are currently linked to DC. Establish plan from all website owners regarding implementation of AODA compliance around external websites. Include accessibility message on all websites.	Created list of all websites managed by Communications and Marketing and the Centre for Academic and Faculty Enrichment Outlined which sites currently meet AODA standards and which currently do not, with an implementation plan for updating non compliant websites.	Communications Task Force	On Track 
Add text to specify availability of accessible formats and communication supports to printed forms and website.	Publications page on Durham College website now states To request a copy of previous public reports or for an alternate format, contact marketing@durhamcollege.ca.	Communications Task Force	On Track 
Objective #2 -Procurement Practices			
Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities (except where it is not practicable).	Due to the wide range of criteria, it has been suggested to stick with current verbiage in existing Purchasing policy, Purchasing procedure, RFP standard AODA text and PO Terms of Conditions AODA text.	IT, Purchasing and Procurement Task Force	Completed ✓
Incorporate purchase of accessible kiosks into Accessibility policy and procedure.	Currently covered in Purchasing policy and procedure.	IT, Purchasing and Procurement Task Force	Completed ✓
Investigate whether DC's purchasing policy and procedures are in place to ensure compliance with WCAG standards.	DC's current purchasing policy and procedure ensure compliance with AODA and WCAG standards. Additionally, RFP and PO Terms and Conditions also ensure compliance.	IT, Purchasing and Procurement Task Force	Completed ✓

Durham College
Progress Report 2016-17

Insert amendment to purchasing procedure that explains other options if it is not possible that the college can provide accessible goods, services or facilities.	Purchasing procedure states: In accordance with sections 5 and 6 of the Integrated Accessibility Standards Ontario Regulation 191/11, the college has a responsibility to incorporate accessibility criteria and features when purchasing goods, services or facilities.	IT, Purchasing and Procurement Task Force	Completed 
Objective #3 -Training			
Re-vamp Customer Service, Integrated Standards and UDL for Educators modules.	A group of Ontario Colleges are currently looking at having this created as a group so that all Colleges in Ontario can use it. Discussions are currently taking place.	Human Resources	On Track 
Update Accessibility Policy to include mandatory AODA training of all staff.	Policy will be updated January 2018.	Student Affairs	On Track 
Clarify training requirements for work study students, contractors, vendors and volunteers.	Work study students currently complete this as part of their employment contract. Further review needs to be done regarding contractors, vendors and volunteers.	Human Resources	On Track 
Execute drills and review emergency plans with staff to ensure individualized information is provided to staff with a disability.	Emergency drills are currently completed as required at Durham College. If an individual has a disability, once it is brought to the attention of Human Resources a member responsible for ensuring those with a disability are provided assistance with evacuation in an emergency are notified with the permission of the individual. They are then introduced and the individual is added to the list for assistance. In all Return to Work plans this is a specific question that is asked of the employee to see if they require an Emergency Plan to be put in place.	Human Resources	Completed 
Other 2016-17 Accomplishments/Updates			
Membership and Communication	This last year we increased our membership and ensured more diversity and inclusion in our main committee. We also established three separate task force groups: Service Animals, Communication and IT Purchasing and Procurement.	ACC Co-Chairs and ACC Secretary	Completed 
Accessible software	Established process with IT Services to acquire annual list of all academic software.	IT, Purchasing and Procurement Task Force	On Track 
Service Animal policy drafted and under review	This policy and procedure has been drafted and reviewed. We are currently waiting to hear from the Associate Vice President Academic as to additional Faculty that they would like to have review the documents and we have also been requested to present it to the Academic Leadership Team. Following that meeting and feedback received, the policy and procedure will then be presented to the Durham College Leadership Team. Once the policy and procedure have been accepted then next steps will be taken to implement.	Service Animal Task Force	On Track 

Durham College
Progress Report 2016-17

Build standards	<p>Accessibility funding (\$100K) for fiscal year allowed for the following new installations, repairs and enhancements:</p> <ul style="list-style-type: none"> • Installation of 4 net new Door Operators* • U5 Ramp Repair • Installation of an Asphalt Ramp in South Wing Loop • Design and Construction of an All Gender Washroom in Gordon Willey (c-wing) • Miscellaneous Slip, Trips and Falls repairs of concrete across campus <p>In addition:</p> <ul style="list-style-type: none"> • Operator on door set (exit by Marketplace) has been installed. • Accessibility funding has been approved for \$400K for the coming fiscal year (2017/18). This funding will cover areas for improvement to accessibility at both campuses and satellites. • All code required doors for Centre For Collaborative Education (CFCE) are equipped with operators. • Ontario government has distributed funding to all colleges, based on college's 50th anniversary, for building enhancements. Durham will use these funds to enhance the front entrance to Whitby campus, including an extension to entrance and more student space; along with modifying the bus loop. Funds must be spent by March 31, 2018. 	Facilities	<p>On Track</p> 
Mental Health First Aid Training	<p>Calendar year: From January 1 – June 30, 2017, 234 employees have completed Mental Health First Aid (MHFA) training</p> <p>Academic year: From September 1 2016 – June 30 2017, 264 employees have completed MHFA training</p>	Human Resources	