# **AODA Multi-Year Accessibility Plan 2018 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 environments.

## Compliance Requirements

Annual Status Report

This report serves as the annual update to Trent’s AODA Multi-Year Accessibility Plan, as required under the Integrated Accessibility Standards Regulation (IASR) Section 4. This report details the strategies and steps taken to bring Trent into compliance

The report is divided into sections based on relevant requirements of the AODAIASR, which are being highlighted because there is current or upcoming action pertaining to these sections’ requirements.

AODA Compliance Report

Under the legislation, public sector organizations must report to the Accessibility Directorate of Ontario (ADO) every two years. Trent was required to file its most recent compliance report by December 31, 2017. The report was filed on December 1, 2017. The next report will be due in 2019.

IASR Section 5 – Procuring or Acquiring Goods, Services or Facilities

The Institutional Accessibility Advisor served on a working group convened by the Council of Ontario Universities (COU) to create a guide for accessible procurement practices in the post-secondary sector. The working group revised and further developed an existing document drafted by a similar working group in 2015. The current draft examines issues of meeting compliance requirements, criteria to consider in the procurement process and how to best implement accessible practices in this domain. The COU published the document in November 2018. It is anticipated that this guide will be utilized to enhance accessible procurement practices at Ontario universities, including Trent.

IASR Section 7 – Training

Trent continues to offer training on the IASR and Ontario Human Rights Code as required by this section of the legislation. In 2018, the primary training methodology was online modules offered through Qualtrics. In-person training was provided to the Trent Excalibur Camp staff.

IASR Section 14 – Accessible Websites and Web Content

Trent continues to work toward compliance with web accessibility requirements, which state that all new web content must meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A standards. As per the plan outlined in the 2017-2022 AODAMulti-Year Accessibility Plan, several important steps were taken towards compliance in 2018; these strategies have also been implemented with a goal of meeting upcoming web requirements of 2021. These initiatives included:

* Trent’s Digital Marketing team hired a new staff member focused on web development who has been improving the compliance of Trent website templates and resolving identified issues.
* The Digital Marketing team initiated the rollout of SiteImprove, a software program that was purchased in 2017, as a key tool to evaluate web accessibility compliance and identify issues requiring resolution.
* The Digital Marketing team working with departmental web content contributors continued the migration of departmental website content to the new Content Management System (CMS).
* The Digital Marketing team developed a reporting template to help departmental web content contributors identify accessibility issues requiring resolution.
* The Digital Marketing team continued training departmental staff and other web content contributors on accessible website content.
* CHREA continued training departmental staff and other web content contributors on accessible document creation. This included conducting departmental consultation, virtual and in-person drop-in hours, and professional development workshops for faculty and staff members.
* CHREA and the Dean’s Office collaborated to create a 2018 summer student position that focused on creating accessible Microsoft Word documents from existing files. The student was able to successfully convert a large number of documents provided by the Academic Administrative Assistants as well as other departments.

IASR Section 18 – Libraries of Educational and Training Institutions

Librarians from Trent’s two libraries continue to work toward meeting compliance requirements for 2020, which pertain to providing, upon request, conversion-ready or accessible formats of digital and multimedia resources.

IASR Section 80.1 – 80.44 Design of Public Spaces Standard

In the 2017 compliance report that was sent to the ADO, Trent reported non-compliance with the requirement, IASR Section 80.17, accessible public outdoor eating areas, because the eating area developed outside of Otonabee College in summer 2016 did not meet requirements. Facilities Management has addressed this issue by procuring an accessible table. This table will be placed in a prominent location along the accessible path of the Otonabee College eating area.

Facilities Management employs Project Managers with expertise on the Ontario Building Code requirements including those related to accessibility. When applicable, as determined by Project Managers, CHREA staff are consulted on aspects of accessibility, such as those contained in the AODA or those that may go beyond compliance requirements to include best practices. These processes and partnerships help to ensure that compliance requirements are met and, where possible, exceeded in order to create inclusive and welcoming spaces for students, faculty, staff and visitors.A key consultation this year involved accessibility considerations of the Bata Library Revitalization Project.

Section 80.49 – Customer Service Standard Training

We continue to offer training on the Customer Service Standard in person at the beginning of each semester as part of the Human Resources Staff Development Schedule. In 2018, this training was also offered as part of the suite of training for Trent Excalibur Camp staff and continued to be available online through Blackboard.

## Contact

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