

Centennial College

Accessibility Plan 2012-2013

Mission Statement

To educate students for career success

Vision Statement

Transforming lives and communities through learning

Institute for Global Citizenship and Equity

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Centennial's Mission and Vision Statement

We support the career and personal development of our learners in every decision we make. We value and support one another in a process of continuous learning and improvement.

We create a positive environment for effective learning within a context of global citizenship and social justice. We value the diverse profiles of our learners. Our curriculum, teaching and support services are characterized by knowledgeable and enthusiastic teachers, teaching strategies that suit learners' needs and an atmosphere of dignity and mutual respect.

We strive for excellence. Scholarly debate and applied research contribute to the quality and distinctiveness of our learning environment and advance our instructional and curriculum expertise.

We encourage and engage in evidence-based deliberation with open minds in an atmosphere of mutual respect. We consult with and consider carefully the views of internal and external stakeholders who have an important perspective on an issue.

We are accountable to our learners, our communities and the general public for the quality of the learning experiences we provide, for the resources we use and for the manner in which we treat all people. We build evaluation into all of our work so that we improve continuously.

Diversity Statement

Centennial College and its Board of Governors value and embrace diversity, equity and inclusion as fundamental to our mission to educate students for career success within a context of global citizenship and social justice.

We recognize that historical and persistent inequities and barriers to equitable participation exist and are well documented in society and within the College.

We believe individual and systemic biases contribute to the marginalization of designated groups. These biases include race, sex, gender, sexual orientation, age, disability, ancestry, nationality, place of origin, colour, ethnicity, culture, linguistic origin, citizenship, creed (religion, faith), marital status, socio-economic class, family status, receipt of public assistance or record of offence. We acknowledge that resolving First Nations sovereignty issues is fundamental to pursuing equity and social justice within Canada.

We acknowledge the richness and diversity of the community we serve. As our community has evolved, and our staff and student population have changed, we have implemented policies and practices to address issues of inclusion. In moving forward, we will build on this work to embed commitment to diversity, equity and inclusion in every aspect of what we do.

Lexicon of Terms

Accessibility Plan 2012-2013

AODA	Accessibility for Ontarians with Disabilities Act, 2005
ACCESSIBILITY DIRECTORATE	The organization within the Ontario government that is responsible for day-to-day administration of the AODA. http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario
ACCESSIBILITY STANDARD	An accessibility standard is a rule that persons or organizations have to follow to identify and prevent barriers: <ul style="list-style-type: none">▪ Customer service, effective January 2008▪ Transportation▪ Information and communications▪ Built environment▪ Employment
BARRIER	Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.
DISABILITY	any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, <ul style="list-style-type: none">• a condition of mental impairment or a developmental disability• a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language• a mental disorder, or• an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997
ODA	Ontarians with Disabilities Act, 2001

Executive Summary

On June 24, 2005, the *Accessibility for Ontarians with Disabilities Act (AODA)* received Royal Assent. The *Accessibility for Ontarians with Disabilities Act (2005)* is a law passed by the Ontario Legislature that allows the government to develop specific standards of access and to enforce them. The standards are made into laws called regulations, and they provide the details to help meet the goal of the AODA. The AODA is the foundation on which the standards are built.

However, the *Ontarians with Disabilities Act, 2001 (ODA)* continues to be in effect until such time that it is repealed. The *Ontarians with Disabilities Act, 2001 (ODA)*, requires that provincial and municipal governments, and key broader public sector organizations – including colleges and universities – develop annual accessibility plans. The purpose of the ODA is to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province.

AODA provides the following standards to break down barriers for people with disabilities:

⇒Customer service standards were to be complied with by January 1, 2010.

⇒Built Environment

⇒Information and Communication

⇒Employment

⇒Transportation

Plan Initiatives

The 2012-2013 Accessibility Plan reports on the initiatives projected and completed in the 2011-2012. The 2012-2013 Plan is based on the new reporting requirements under the Standards of the AODA.

A space plan was implemented at Progress Campus providing an infrastructure and services which support learner success. Members of the Working Group from Facilities and Services worked with the architects and stakeholders to ensure accessibility requirements were considered and incorporated into the implementation of the Space Plan.

With a vision to provide better accommodation, the College has added more space by constructing a new building with the help of approximately \$35 million infrastructure investment.

This new building houses a full-service library, 22 new, larger classrooms, lab space, a lecture theatre, and a bio wall. The new building is the new main entrance for the flagship campus.

The construction of Athletics and Wellness Centre (AWC) was a great initiative taken by Centennial College Student Association Inc. The AWC is a state-of-the-art facility with three gymnasiums, two squash courts, an indoor track and much more.

Although the Built Environment and Information and Communication Standards are in the review process, the College, through its Accessibility Committee, Facilities and Services, IT and

Marketing Department is considering the proposed legislated requirements to ensure the accessibility requirements are incorporated as the new projects are developed.

Overview of Centennial College

Centennial College is Ontario's first community college. Established in 1966, Centennial College primarily serves the eastern portion of the Greater Toronto Area through four campuses, two satellite locations, a student residence and conference centre, and a student centre. The campuses are quite widespread in the Scarborough area.

Centennial College is also one of the most culturally diverse post-secondary institutions in Canada. Almost 100 ethno cultural groups are represented and 80 languages are spoken on campus.

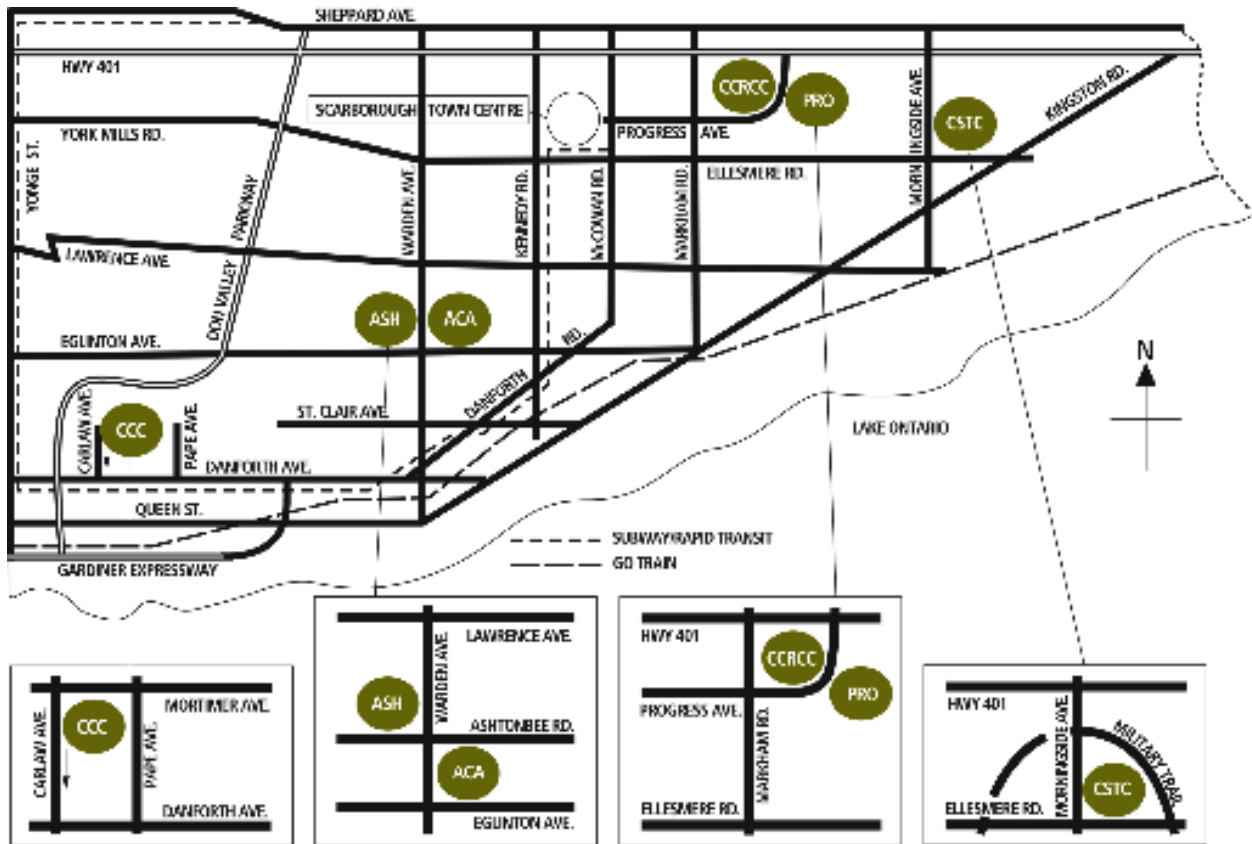
Centennial is committed to both broad public access and successful career education. It offers more than 100 diploma and certificate programs on a full and part-time basis in business, communication arts, community and consumer services, engineering technology, health and transportation. These career-oriented programs emphasize practical experience with laboratory learning, industry and agency placements, as well as co-op education. Students also prepare for college and university through the General Arts and Science programs and English language training. Centennial enrolled approximately 13,400 full-time and 3000 part-time learners in Fall 2012.

The College has established Centres for Students with Disabilities (CSD) at four of its campuses; Ashtonbee, Progress, HP Science and Technology Centre and the Centre for Creative Communications. These Centres meet the needs of students with disabilities who may require adjustments or accommodations to ensure their success.

In 2011-2012, the CSD provided service to 1,887 students with disabilities which represents 12.45 % of the total FTE enrolment. 843 students confirmed they have a learning disability.

Each CSD has a computer lab that is equipped with specialized software and hardware. Training is provided on all adaptive technology and the CSD has a lending library of equipment for students. As well, each CSD provides a full range of services to students with disabilities. New initiatives are undertaken which are listed in the initiatives section of the Plan.

Campus Locations



Objectives

The objectives of the Centennial College 2012 – 2013 plan are to:

- demonstrate the continuing work of the College to build equity, access and inclusion throughout the College,
- list the policies, practices, services and initiatives which the college reviewed and renewed,
- commit to and support the compliance requirements of the AODA and its accessibility standards,
- detail the steps taken to include accessibility requirements into the college annual budget and strategic planning processes,
- indicate how the college will communicate and make the plan accessible to members of the college community and public.

Centennial's Commitment to Accessibility

Centennial College is fully committed to providing access and equality of opportunity to students, staff and the members of the community with disabilities.

Framework for Equity and Inclusion

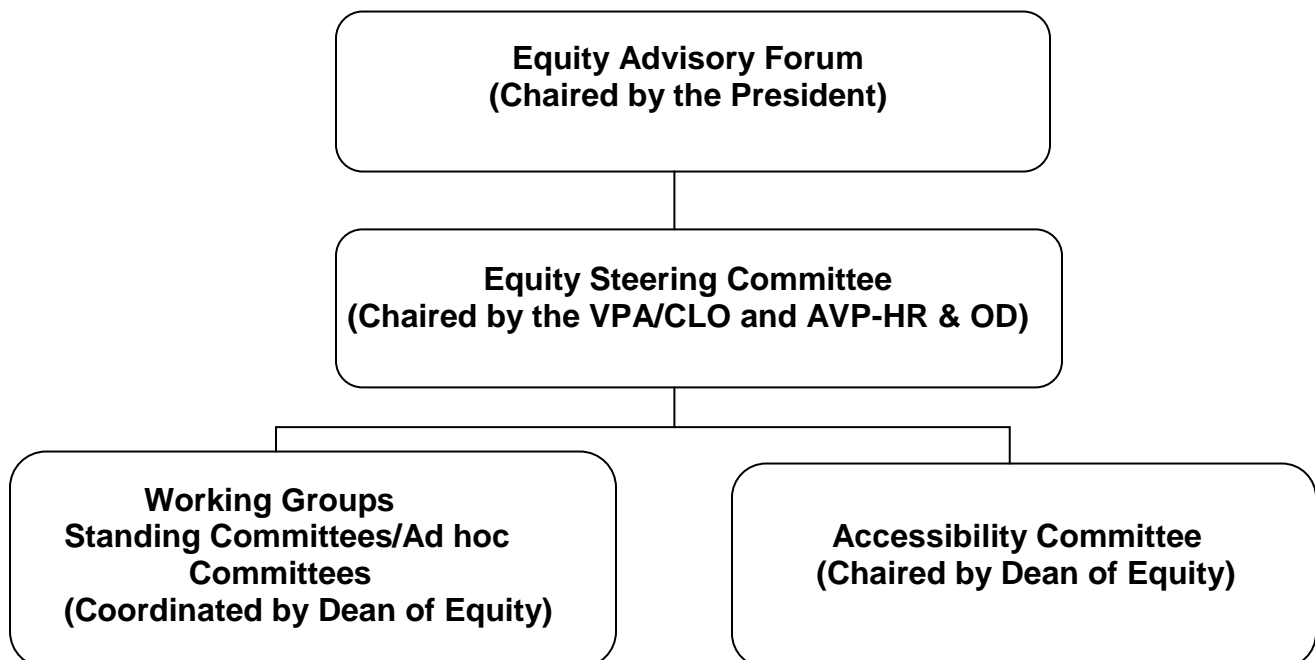
In 2009, the Centre for Organizational Learning and Teaching (Office of Policies) and the Office of Equity (now Institute for Global Citizenship and Equity) developed a *Framework for Equity and Inclusion at Centennial*. The Framework identifies the College's strategic initiatives and the policy documents that are related to equity and inclusion, and incorporates them into a set of guidelines, which will create the necessary mechanisms for full implementation of institutional commitments to equity and human rights.

The Institute for Global Citizenship and Equity is responsible for coordinating efforts at a strategic level to implement the equity and human rights principles of *participation, non-discrimination, and accountability*. It will measure outcomes and results of college goals to achieve equity for all College staff, faculty, and students in education and employment.

The Equity Infrastructure will also identify strategies to eliminate systemic barriers and increase access for Code protected groups. The infrastructure is outlined in a chart that describes the goals, strategies and outcomes for the college through a series of levels of development, review and monitoring of processes.

The chart indicates the College's Accessibility Committee which has a mandate to provide leadership on accessibility issues at the College and lead the College's response to the AODA standards including Customer Service, Built Environment, Employment, and Information and Communication. It is also to advise the Equity Steering Committee on accessibility requirements and issues.

EQUITY INFRASTRUCTURE CHART



Accessibility Committee 2012-2013

The Accessibility Committee was reconstituted in September 2012. The Group is representative of members across all program areas and organizations. The Dean of Equity co-chairs the Committee with Equity and Compliance Manager.

TITLE	DEPT/SCHOOL	NAME
Dean of Equity	Institute for Global Citizenship and Equity	Dr. Margaret Brigham
Equity and Compliance Manager	Institute for Global Citizenship and Equity	Aida Haroun
Co-ordinator	Student Life Enhancement	Irene Volinets
Director/ Designate	Facilities & Services	Khurshed Irani
		Mark Simpson
Director	Library	Gladys Watson
Manager	Centre for Organizational Learning and Teaching	Varsha Patel
Senior Manager/ Designate	Safety, Health & Wellness, HR	Sandford Underhill
		Liz Holleran
Director	Marketing and Digital Communications	Prafulla Prabhu
Executive Director	Information Technology Services	James Allen
President	Faculty Union	Jacques O'Sullivan
President /Designate	Local 559 Support Staff Union	Larry Goldin
		Al Bennett
Students Rep	CCSAI – President	Jay Patel
Director	Financial Services	Shannon Brooks
		Damian Jeganathan
		Uma Jeyanthankumar
Manager/ Designate	Policy Development and Education	Laurie Sanci
		Olivia Scobie

Communication of the Plan

The college as in the past will use multiple formats to make its plan available internally to the college community and will be accessible through the college Web-site (centennialcollege.ca), Intranet and mycentennial site. Printed copies of the plan will be available at the college's Libraries, Centre for Students with Disabilities, Counselling Office and the Institute for Global Citizenship and Equity.

Report on Status of AODA Standards Compliance

Focus Area: Customer Service

Commitment: Ongoing

Centennial College is committed to comply with training requirements and with implementation of the customer service regulations in its everyday functions by addressing the gaps identified through various surveys and audits. The training and implementation of the Customer Service Regulation will ensure efficient assistance to the customers with disabilities. The College is working with the Institute for Global Citizenship and Equity to remove the barriers and implement new policies and procedures.

Planned Action(s):

- Centennial College will continue to assess its internet and intranet sites to identify barriers and continuous efforts will be made to remove them to ensure accessibility.
- A feedback process will be implemented to track and respond to the comments and complaints of the clients in compliance with the Customer Service Regulations
- The policy and procedures to post the notices of the renovations and disruption of any facility and for alternative facility and/or service will be regularly updated
- Accessible telephone service and assistive devices will be provided to serve people with disabilities who use such devices.
- The College will continue to meet all training and information requirements under the regulations
- Guidelines on customer service for people with disabilities will be created
- Training will be provided to the all new employees as soon as reasonably possible after they commence their duties.
- Staff will be trained on the changes made to the policies, practices and procedures as a result of compliance with standards under the Accessibility for Ontarians with Disabilities Act, 2005.

Results achieved:

- AODA Customer Service Policy Statement was developed based on the Customer Service Regulations
- Centennial developed 'Guidelines for Providing Customer Service to People with Disabilities'. It is available on the College's main website. Detailed information is provided for employees of Centennial to refer to in fulfilling the needs of customers with disabilities

- The Guidelines are used to provide training to the College staff and communicate with people with disabilities
- The College documents and services are available in different formats upon request
- Centennial College provides notices of any service disruption affecting persons with disabilities such as disruption in the availability of elevators. This notice includes information of the reason of disruption, anticipated duration of disruption and a description of alternative facility or service available.
- All the staff at Centennial is provided with specially designed mandatory online training to respond to the needs of customers with disabilities.
- The training is provided to:
 - all employees and others who are in direct contact with the public
 - all employees who are involved in the development and approvals of the customer service policies, practices and procedures
- The staff is trained on policies, practices and procedures that affect the way goods and services are provided to the customers with disabilities

Focus Area: Built Environment

Commitment: Ongoing

Centennial College is committed to remove any barriers in buildings and other spaces causing any inconvenience to people with disabilities.

Planned Action:

- Sub Committee will be established to overlook the implementation of the regulations
- The sub-committee with the help of consultants will create a report based on an audit of the buildings and outdoor spaces of all campuses to identify barriers and work on the recommendations included in this report to remove these barriers
- Emergency preparedness and evacuation procedures will be regularly reviewed considering the needs of the people with disabilities
- Recommendations on installing electronic door openers, ramps, etc. will be undertaken to better accommodate people with disabilities
- Major renovation and construction projects will be undertaken with consideration of the pending Built Environment Standard and approval from the College

Results Achieved:

- Sub Committee was created that overlooks work on Built Environment
- An expert team of consultants conducted the audit in all the campuses
- It was an extensive and comprehensive audit and the recommendations were recorded in the report that took into consideration all identified barriers for people with disabilities
- The report from the expert team will assist the College in setting short, intermediate and long term priorities for addressing the indentified barriers in an effective manner
- This report has been presented to the Executive team. Minor projects are already in process
- The plans for the new buildings are reviewed to comply with the proposed regulations ensuring that the barriers are addressed at the planning and design stage

Focus Area: Information and Communication

Commitment: Ongoing

Planned Action:

- Set up a working committee to plan and oversee the activities related to compliance of the Information and Communication Standard
- The College will conduct an environmental scan and audit of current services
- Services of a Consultant will be used to hire a firm that will undertake compliance audit and strategy project
- The firm will create an audit report which will include recommendations and timelines to comply with the Standards
- Centennial will ensure that its staff is trained to communicate in formats that take in consideration the needs of the people with disabilities
- The website of the College will be made accessible with information and direct links to the accessible formats and resources of information
- The online trainings will also be made available in accessible formats for the employees with disabilities
- There will be ongoing updating and maintenance of the website and other resources of information as required to comply with the standards
- The internet and intranet will be updated to meet the requirements

Results Achieved:

- A Working Committee has been created to plan and oversee the activities required to achieve compliance with the AODA Information and Communication Standard
- The first step identified was the need to do an environmental scan and an audit of the College's current degree of compliance related to the new Information and Communication Standard. This will allow the College to determine priorities based on gaps identified through this process, as well as set aside funding needed to achieve compliance as per the Standard
- A consultant was engaged to do research to identify potential firms with the necessary qualifications to undertake this type of project and, in addition to assist the College to develop an RFP to hire a firm to conduct this *Compliance Audit and Strategy* project for the College. It is expected that the RFP will be awarded in fall 2012 and the project will be completed by the end of 2012
- The Working Committee, through the College Accessibility Committee, will present the Compliance Audit and Strategy report and recommendations to the College
- Recommended compliance strategies, timelines, and required resources will be specified for the College to begin the task of dealing with gaps during 2012/2013 fiscal year. Our goal is to achieve compliance based on the time lines identified in the Information and Communication Standard
- The Centre for Students with Disabilities makes sure that students with disabilities are provided with interpreters and other services necessary to accommodate their disability
- The evacuation plans and the disruption of services notices are communicated appropriately to accommodate people with disabilities.

Focus Area: Employment

Commitment: Ongoing

At Centennial College, we are committed to ensuring that we provide equal opportunities for employment with respect to recruitment, retention and accommodation for all prospective and existing employees with disabilities.

Planned Action:

- Training will continue to be provided to all employees to maintain awareness regarding the supports and facilities available and how to address the needs of individuals with disabilities
- Updated information will be provided to employees when necessary for the provision of job accommodations
- Current Accommodation Policies and Procedures will be updated to include a provision outlining that if an accommodation is to proceed, a plan will be developed, and will include the following:
 - A format that takes into account the employee's accessibility needs due to disability
 - An individualized workplace emergency response plan, if required.
- The college will implement and take into account the accessibility needs of individuals with disabilities, as well as accommodation plans with regards to performance management, career development and advancement and redeployment opportunities

Results Achieved:

- Employment systems and process were reviewed with the aim of identifying and removing barriers
- Communication initiatives with all stakeholders have been made to ensure new and existing employees are made aware of policies and processes.
- Job applicants will be notified initially on the External College Website and Intranet hire desk, Career's page, which will indicate a general goodwill statement regarding the College's commitment to diversity.
- Each job posting will note that individualized medical accommodations are available upon request and once the resume is posted, interested individuals will be notified again. Selected individuals will be notified during the initial phone interview.
- The Offer Letter of Employment will contain a provision statement advising employees with disabilities of their entitlement to an individualized emergency evacuation response plan and the process to follow when required.
- The College will provide the Plan in an accessible format to the individual with appropriate communication support as soon as practical, upon request
- The Offer Letter will also contain a statement advising employees to contact the noted parties if they require a medical accommodation. Notification emails to managers, as part of the training initiative, will remind them of the legislative requirements and facilities available and how to address the needs of individuals with disabilities requiring an individualized or accommodation plan.
- Human Resources oversees implementation of health and safety regulations and ensures safe and ergonomically appropriate work spaces for employees.

For More Information

Questions and comments about the College's accessibility plan are always welcome.

Please Contact **Institute for Global Citizenship and Equity**.

General inquiry number: (416) 289-5000 ext. 2464

E-mail: igce@centennialcollege.ca

Centennial College's website address: <http://www.centennialcollege.ca>

Institute for Global Citizenship and Equity website:
<http://www.centennialcollege.ca/citizenshipandequity>

Alternate formats of this document are available free upon request.