



Brock University Accessibility Policy:

In fulfilling our mission, Brock University strives at all times to undertake reasonable efforts to provide University goods, services or facilities in a way that respects the dignity and independence of persons with disabilities. We are also committed to providing persons with disabilities with the same opportunity to access University goods, services or facilities and allowing them to benefit equally from the same services as their peers.

Statement of Commitment: Brock University is committed to excellence in the provision of University goods, services or facilities to all persons, including persons with disabilities. We will carry out our responsibilities to meet the accessibility needs of persons with disabilities in a timely manner in the areas addressed within the Brock University Accessibility (AODA) Policy.

Brock University Multi-year Accessibility Plan (MYAP)

The Brock University multi-year accessibility plan outlines the University's strategy to prevent and remove barriers and meet the requirements of the [Accessibility for Ontarians with Disabilities Act, S.O. 2005, c.11](#), and its regulation, the [Integrated Accessibility Standards, O.Reg. 191/11](#) ("IASR"). Guided by the 2017 release of [the Human Rights Task Force Report](#) and its recommendations relating to Anti-Ableism, Brock is now working towards viewing anti-ableism and accessibility as human rights issues. Requests for the MYAP in an alternate format or questions about the plan may be directed to the University Accessibility (AODA) Coordinator at clytle@brocku.ca

PART I Looking Forward

Looking forward to 2021		
Initiatives		Accountability
Redevelop Policy	<p>As recommended by the Human Task Force Report, In order to evolve into an environment that acknowledges the strength of diversity Brock University will continue to reframe its Accessibility policy structure to encompass a human rights approach to dealing with disability issues.</p> <p>As far practicable policy will be updated to reflect this approach from 2017 forward.</p>	<p>AODA Coordinator Human Resources Office of Human Rights and Equity</p>
Design and Infrastructure	<p>Facility Accessibility Design Standards (FADS) document will continue to have oversight of all applicable campus planning and internal/external infrastructure.</p> <p>Emergency maintenance of accessibility features will be undertaken via a combined effort from the Health and safety Department and facilities management to identify, correct and maintain any feature in public space that is not functioning appropriately or poses a risk to community members. Facilities Management Work Requests are open to the community to ensure that any feature that requires</p>	<p>AODA Coordinator Facilities Management Finance Brock University Accessibility Advisory Committee (BUAAC) Health and Safety</p>

	emergency maintenance can be dealt with directly in a timely manner.	
The Office of Human Rights and Equity	In 2017 the Office of the AODA Coordinator was merged with the Office Human Rights and Equity. The department assists the community in addressing racism, sexism and ableism at Brock and it is responsible for the redevelopment of key policies that will assist the university in creating an inclusive and responsive environment in which to learn, work and lead.	AODA Coordinator Office of Human Rights and Equity
Website Design WCAG 2.0	Brock University has completed a monumental task to convert the entire website from Droople to Wordpress. It is compliant with WCAG 2.0 level A and is on track to achieve full compliance prior to Jan 1 2021. Trainings are underway to ensure that accessibility is maintained by people who upload information to the new website and that the entire website is as barrier free as possible.	Marketing Communications ITS AODA Coordinator
Promotion of an Inclusive University	2017 forward represents a period when the university will promote inclusion as it relates to cross disability awareness. a) An inclusion award will be developed and given every year to an individual who has excelled in the field of advocacy or inclusion.	AODA Coordinator Brock University Accessibility Advisory Committee (BUAAC) Human Resources Brock University Students Union

	<ul style="list-style-type: none"> b) Surveys and focus groups will be organized and held to get a sense of how Brock University can become a more inclusive institution c) A yearly event on or around the date of the International Day of Persons with Disabilities will hosted by Brock to raise awareness of accessibility as a human rights issue.. d) Brock University will become fully involved in the development of law that will affect Canada. e) Brock University will be able to map and collect information of accessible features in and around the community. f) Brock University will target Student Engagement in hiring student staff and overseeing independent projects that align with a human rights focus for accessibility. 	
<p>Ensuring AODA Standards continue to be met and exceeded</p>	<p>As such Brock University needs to be mindful of gaps that might occur or systemic barriers that might be present but not yet uncovered. To be responsive is one part of the equation as the University will become increasingly proactive in ensuring that all the features of the AODA are operating soundly. Through the implantation of regular system checks Brock University will be able to evolve beyond compliance and become a hub of innovation.</p>	<p>AODA Coordinator. Facilities Management Human Resources Services for students with Disabilities James. A Gibson Library Wider Brock Community</p>

Achievements

Part II

AODA Standards / Regulations	Accessibility Policies			Deadline: 2013
O. Reg 191/ 11, s.3	Deliverables	Accountability	Budget Implications	Status
Brock developed an accessibility policy that is inclusive of the Accessible Customer Service Standard and the Integrated Accessibility Standard. This has affect over the entirety of the University.	Brock University Accessibility (AODA) Policy includes statement of commitment and is inclusive of both laws and highlights disability issues under Human Rights principles.	Accessibility Coordinator -University Accessibility (AODA) Steering Committee	N/A	New policy in effect 2018
AODA Standards / Regulations	Accessibility Plans			Deadline: 2013
O. Reg 191/ 11, s.4	Deliverables	Accountability	Budget Implications	Status
Brock will develop and maintain a multi-year accessibility plan.	Brock Multi-Year Accessibility Plan has been reviewed to reflect a human rights approach in the promotion of diversity and inclusion.	Accessibility Coordinator University Accessibility Steering Committee	N/A	Complete
AODA Standards / Regulations	Procuring or Acquiring Goods, Services of Facilities			Deadline: 2013
O. Reg 191/ 11, s.5	Deliverables	Accountability	Budget Implications	Status

Brock has incorporated accessibility design, criteria and features when procuring goods, services or facilities.	Accessibility Checklist and updated Purchasing Policy -Brock University Facility Accessibility Design Standards (FADS)	-Procurement Services -Facilities Management ITS	N/A	Complete
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AODA Standards / Regulations				Self-Serve Kiosks	Deadline: 2013
O. Reg 191/ 11, s.6	Deliverables	Accountability	Budget Implications	Status	
Brock will incorporate accessibility features when designing, procuring or acquiring self-service kiosks.	Include self-service kiosks design criteria in FADS Document. Current Kiosk design requirements are located in FADS Ref: 4.4.10 pg 89.	Accessibility Assistant on Brock Accessible Procurement website.	N/A	Complete	
AODA Standards / Regulations				Training	Deadline: 2014
O. Reg 191/ 11, s.7	Deliverables	Accountability	Budget Implications	Status	
Brock University will continue to provide training on the IASR and the Human Rights Code as it pertains to persons with disabilities. Brock University requires all employees, faculty, staff and volunteers to conduct customer	The AODA and Human Rights Training is comprised of three modules: A) Working Together- AODA and the Human Rights Code B) Integrated Accessibility Standard and Human Rights Review	AODA Coordinator Human Resources Individual Academic Departments CPI	Operational	Complete-operational	

<p>service training</p>	<p>C) AODA for Educators Module</p> <p>As of May 31st 2016 This training has been offered to the entire Brock Community in a number of ways including online via SAKAI, in person and via portable USB packages. The training will continue to be provided on an ongoing basis and training will be given as policies become updated.</p> <p>As of July 2016, Customer service training has been made mandatory for the Brock University community of Employees, staff, faculty and volunteers. Brock University has been training all of its community before the new regulations came into effect and continues to do on a regular basis.</p>			
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PART III

AODA Standards / Regulations	Feedback			Deadline: 2014
O.Reg 191/11, s.11	Deliverables	Accountability	Budget Implications	Status
<p>Brock provides feedback processes through multiple accessible avenues and broadcasts processes to the public via its Accessibility website.</p>	<p>A feedback webpage on the Brock University site provides information regarding the availability multiple feedback avenues and information regarding accessible formats and communication supports.</p> <p>Information has been provided on the University's website inviting community members and the public to provide feedback to the university. The existing feedback process is available to the public and can be located at https://brocku.ca/accessibility/contact-us/</p>	<p>AODA Coordinator</p>	<p>N/A</p>	<p>Complete</p>
AODA Standards / Regulations	Accessible Formats and Communication Supports			Deadline: 2015
O.Reg 191/11, s.12	Deliverables	Accountability	Budget Implications	Status
<p>Brock ensures the provision of accessible formats and communication supports, upon request</p>	<p>Requests for accessible formats and communication supports are received by Human Resources, Services for Students with Disabilities, Emergency and Life Safety management and the AODA Coordinator.</p> <p>The responsibility to provide information and communication supports is now highlighted in the LMS training AODA and Human Rights, module 2 which covers the University's responsibility under each section of the IASR.</p>	<p>Human Resources AODA Coordinator SSWD Emergency and Life Safety</p>	<p>N/A</p>	<p>Complete</p>

	Public Online information regarding Information communication supports can be found on Brock University Accessibility web page under Information and Communication			
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AODA Standards / Regulations	Emergency Procedure, Plans and Public Safety			Deadline: 2012
O.Reg 191/11, s.13	Deliverables	Accountability	Budget Implications	Status
Brock creates emergency procedure, plans or public safety information available in an accessible format or with appropriate communication supports	Documents Including Persons Requiring Assistance to procedures, Persons Requiring Assistance Fire Safety Manual and Areas of Refuge documents are created in conversion-ready format if accessible format is requested.	Human Resources /Emergency and Life Safety	N/A	Complete
AODA Standards / Regulations	Accessible Website and Content			Deadline: 2014/2021
O.Reg 191/11, s.14	Deliverables	Accountability	Budget Implications	Status
Brock makes all new and significantly refreshed webpages and content to WCAG level A as of 2014. Brock commits to making all website and content Conform to WCAG level AA by 2021	Institutional Brock University Web Accessibility audit completed in October 2013 Accessibility Audit Training for CPI, Marketing and Communications and ITS planned for January 2016 Total migration of all web content to new accessible frames and templates to be completed by early 2018.	Marketing Communications ITS AODA Coordinator	Operational	progressing to 2021

	Installation of web content checker for uploads initiated 2015			
AODA Standards / Regulations	Educational and Training Resources and Materials			Deadline: 2013
O.Reg 191/11, s.15	Deliverables	Accountability	Budget Implications	Status
Brock provides educational and training resources and materials, etc. in an accessible format (if notification of need is given).	<p>-Centre for Pedagogical Innovation (CPI) is ensuring that accessibility practices are followed in the development of all courses in the formal University e-learning initiative, and all videos in the initiative are captioned. For other courses that are blended or fully online, CPI will provide 100 minutes of captioning per academic year</p> <p>- CPI is providing guidance to educators about Preparing Accessible Electronic Resources-</p> <p>Services for Students with Disabilities (SSWD) continues to be part of the Alternate Education Resources Ontario (AERO) project and students may request alternate forms of educational and training material.</p>	<p>Centre for Pedagogical Innovation (CPI)</p> <p>Student Accessibility Services (SAS)</p>	Operational	Complete
Brock provides program information and student records in accessible format.	Registrar's Office is continuously working with Accessibility Coordinator to provide this feature and to respond to requests for accessible formats on an ongoing basis	Student Services University Marketing and Communications	Operational	Complete

AODA Standards / Regulations	Training to Educators			Deadline: 2013
O.Reg 191/11, s.16	Deliverables	Accountability	Budget Implications	Status
Brock provides training to Educators on accessible program delivery and instruction, and Universal Design.	The training for Educators module has been deployed by the Brock University SAKAI learning Management System (LMS). The AODA for Educators Module contains information on: a) Inclusion b) Universal Design for Learners c) Responsibilities for accessible content uploads	CPI AODA Coordinator Human Resources Accessible Teaching and Learning	Operational	Complete
AODA Standards / Regulations	Producers of Educational or Training Materials			Deadline: 2015/2020
O.Reg 191/11, s.17	Deliverables	Accountability	Budget Implications	Status
Brock makes conversion ready versions of textbooks or supplementary print based materials so that they can be provided in an accessible format upon request.	If Brock University produces any information that reflects the requirements of this standard, SSWD is responsible for converting them into an Accessible format. This includes course packs, text books and examinations for students with documented print disabilities into accessible formats.	Student Services – Services for Students with Disabilities (SSWD) AODA Accessible Teaching, Learning Committee	operational	Progressing towards 2020
AODA Standards / Regulations	Libraries of Educational Institutions			Deadline: 2015/2020
O.Reg 191/11, s.18	Deliverables	Accountability	Budget Implications	Status
Brock libraries provide, procure or acquire accessible or conversion ready format of print, digital or multi-media	Brock University librarians continue to implement Ontario Council of University Libraries (OCUL) – “ACE” – Accessible Content E-Portal created to assist Ontario University	James A. Gibson Library -AODA Library Committee	operational	Progressing towards 2020

resources or material, upon request.	Libraries to provide barrier free access to students and faculty with various reading and print disabilities across all Ontario University libraries	AODA Coordinator		
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Part IV

AODA Standards / Regulations	Recruitment, General			Deadline: 2014
O.Reg 191/11, s.22	Deliverables	Accountability	Budget Implications	Status
Brock notifies its employees and public about accommodation for applicants with disabilities in recruitment processes	<p>Brock University has a statement on its Accessibility website that states that at any point in career search applicants or employees can make requests for accommodation at any point in their career search or employment.</p> <p>The Statement reads:</p> <p>“Brock University is committed to inclusive, barrier-free recruitment and selection processes and work environment. We will accommodate the needs of the applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process, per the University’s Accommodation for Employees with Disabilities Policy http://www.brocku.ca/accessibility/accessible-employment).</p> <p>Please advise the Human Resources Department to ensure your accessibility needs are accommodated throughout this process. Information received relating to accommodation measures will be addressed confidentially”</p> <p>Brock University has created the Employment Accommodation Policy to cover all OHRC Code</p>	AODA Coordinator Human Resources	n/a	Complete

	Grounds including disability.			
AODA Standards / Regulations	Recruitment, Assessment or Selection Process			Deadline: 2014
O.Reg 191/11, s.23	Deliverables	Accountability	Budget Implications	Status
Brock notifies job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used	Selected applicants are advised of the availability of accommodations within initial contact and engagement with job candidate.	AODA Coordinator Human Resources	n/a	Complete

AODA Standards / Regulations	Recruitment, Notice to Successful Applicants			Deadline: 2014
O.Reg 191/11, s.24	Deliverables	Accountability	Budget Implications	Status
When making offers of employment Brock will notify successful applicants of the University's policies for accommodating employees with disabilities.	Successful applicants are notified of policies through job offer. Language has been developed and inserted into offer letters and contracts	AODA Coordinator Human Resources	n/a	Complete

If applicant requests an accommodation Brock will consult with the applicant to provide or arrange for the provision of suitable accommodation that takes into account the applicant's accessibility needs due to disability	Applicants are advised of the availability of accommodations throughout all stages of the recruitment and selection process in wording of job posting above	AODA Coordinator	n/a	Complete
AODA Standards / Regulations	Informing Employees of Supports			Deadline: 2014
O.Reg 191/11, s.25	Deliverables	Accountability	Budget Implications	Status
Brock will communicate policies supporting employees with disabilities including those on the provision of job accommodations	Employees are advised through multiple sources including <ul style="list-style-type: none"> A. New employee orientation, B. Online Information C. Offer letters D. Policy development that engages the University Faculty and unions 	AODA Coordinator Human Resources	n/a	Complete
Brock will provide this information to new employees.	All new employees receive information about the policy during new employee orientation	AODA Coordinator Human Resources	n/a	Complete
Brock will provide updated information on changes to existing policies on the provision of job accommodations	Policy work and changes are widely broadcast throughout the university through various unions and collective agreements.	Campus community Human Resources Brock Union Faculty Association Collective agreements	N/A	Procedural / ongoing
AODA Standards / Regulations	Accessible Format and Communications Supports for Employees			Deadline: 2014
O.Reg 191/11, s.26	Deliverables	Accountability	Budget Implications	Status

When requested by an employee Brock will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform the employee's job and information generally available to employees in the workplace	If required, requests are handled on an individual basis in consultation with the employee as per the accommodation process. A request can be made for accommodation through the Health Management department which is housed in Human Resources.	AODA Coordinator Human Resources	n/a	Complete
AODA Standards / Regulations	Recruitment, Workplace Emergency Response Information			Deadline: 2012
O.Reg 191/11, s.27	Deliverables	Accountability	Budget Implications	Status
Brock will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the University is aware of the need for accommodation due to the employee's disability. Provide the information as soon as practicable after the University becomes aware of the need for accommodation Where employee requires assistance in emergency, with	Individualized workplace emergency memo developed in 2012 posted on web page and sent to all employees regarding the provision of individualized emergency procedure, plans or public safety information Brock University has put in place a system in conjunction with individual departments, Supervisors, Emergency and Life Safety Department, Human Resources and Health, Safety and Wellness to facilitate and coordinate an individualized emergency plan if one is necessary. This is done in consultation with the individual who has a made request, or whose information makes it necessary, to ensure that an appropriate individual response is applied.	AODA Coordinator Human Resources	n/a	Complete Periodic review

<p>consent of the employee, information will be provided to the person designated by the employer to provide assistance to employee.</p> <p>Review Individualized workplace emergency response information when an employee moves to a different location when the employees overall accommodation needs or plans are reviewed and the university reviews its general emergency response policies.</p>				
<p>AODA Standards / Regulations</p>	<p>Recruitment, Documented Accommodation Plans</p>			<p>Deadline: 2014</p>
<p>O.Reg 191/11, s.28</p>	<p>Deliverables</p>	<p>Accountability</p>	<p>Budget Implications</p>	<p>Status</p>
<p>Develop written process for documented individual accommodation plans. Include prescribed elements in process: -how employee can participate. -how employee will be assessed. -how employer can request accommodation be achieved.</p>	<p>University provides individual written accommodation plans for all employees who require the individualized plan.</p> <p>See Brock Health Management webpage</p> <p>A customized letter is also sent to the Brock employee outlining how they will be accommodated</p> <p>Consent portion of the medical form specifically outlines how the information will be used</p>	<p>AODA Coordinator Human Resources</p>	<p>n/a</p>	<p>Complete</p> <p>Periodic review</p>

<p>-how employee can request - participation of union representative.</p> <p>-how employee's personal information will remain private.</p> <p>-how, and how often, plan will be reviewed and updated.</p> <p>-how reasons for denied request will be communicated.</p> <p>-how plan will be provided to employee</p>				
AODA Standards / Regulations	Return to Work Processes			Deadline: 2014
O.Reg 191/11, s.29	Deliverables	Accountability	Budget Implications	Status
Brock will develop a documented return-to- work process. Include steps employer will take; use documented individual accommodation plans	The University has a detailed return to work process that is now documented with the Health Management Department. It covers both long and short term absences due to disability and is done in consultation with the individual and OTIP	AODA Coordinator Human Resources	n/a	Complete
AODA Standards / Regulations	Performance Management			Deadline: 2014
O.Reg 191/11, s.30	Deliverables	Accountability	Budget Implications	Status
Brock will take into account the accessibility needs of employees with disabilities and individual accommodation plans in	Supervisors are made aware of accommodation needs and requirements and can plan a performance management session accordingly	AODA Coordinator Human Resources	n/a	Complete

performance management processes.				
AODA Standards / Regulations	Career Development and Advancement			Deadline: 2014
O.Reg 191/11, s.31	Deliverables	Accountability	Budget Implications	Status
Brock will take into account the accessibility needs of employees with disabilities and individual accommodation plans when providing career development and advancement opportunities	If an employee changes jobs at Brock University the individualized accommodation plan is part of the employee personnel file and available to the talent acquisition team as each employee is considered for advancement. The inclusion of the IAP in the employee file is not used in the determination of work fitness	AODA Coordinator Human Resources	n/a	Complete
AODA Standards / Regulations	Redeployment			Deadline: 2014
O.Reg 191/11, s.32	Deliverables	Accountability	Budget Implications	Status
Brock will take into account the accessibility needs of employees with disabilities and individual accommodation plans when providing career development and advancement opportunities	The individualized accommodation plan is included in the employee personnel file and would be reviewed by the appropriate parties when considering redeployment. The written correspondence outlining the redeployment process also contains the standard wording for accommodations (contained in the initial offer letters) The inclusion of the IAP in the employee file is seen as a complementing document and in no way affects the determination of work fitness	AODA Coordinator Human Resources	n/a	Complete

PART V

AODA Standards / Regulations	Design of Public Spaces			Deadline: 2016
O.Reg 191/11, s. 80.6 – 80.44	Deliverables	Accountability	Budget Implications	Status
<p>Brock will employ accessibility features contained in AODA Design of Public Spaces Standard to any new or redeveloped structure that falls under the AODA and the Ontario Building code.</p>	<p>With the development of the current FADS document Brock University has put in place a guideline that in some cases exceeds the accessibility standard in provincial law. This document now incorporates all of design and structural standard information of the AODA and the Ontario Building Code which came into effect in 2015</p> <p>This same document was what guided designers towards the now operational Marilyn I. Walker School for Fine and Performing Arts and the continuing development of the Goodman School of Business.</p> <p>A new addition of the Facility Accessibility Development Standards is being created that includes accessible features considerations for construction site on Brock University property.</p>	<p>Facilities Management</p> <p>AODA Coordinator</p>	<p>Capital</p>	<p>Complete</p>

Part VI

AODA Standards / Regulations	Customer Service			Deadline: 2014
O.Reg 191/11, s. 80.45-80.51	Deliverables	Accountability	Budget Implications	Status
<p>Brock University has created an accessibility policy that incorporates both Customer Service standards and the IASR.</p> <p>Brock University provides notice of Temporary Disruptions</p> <p>Training for Staff on the subject of Customer Service</p>	<p>Brock University's Accessibility Policy provides for equal participation while utilizing a support person or service animal unless the use of an animal is prohibited by law. In areas where animals are prevented due to law, alternate accommodations are put in place that is decided upon through consultation with the individual. The advice of the university on the subject of utilizing a support person is reserved for situations in which a support person is necessary, and is only done so through consultation with the individual as to whether it would be appropriate or whether the same outcome could be achieved through alternate accommodation.</p> <p>All disruptions are listed on the Brock University Facilities Management website under Service Announcements. They contain information relating to the type of disruption, the duration and alternate accessible facilities if applicable.</p> <p>Brock University has been training all of its community since 2014, before the new regulations came into effect and continues to do on a regular basis paying note to the fact the this training has been made mandatory as of</p>	<p>HR AODA Coordinator Student Access Services Departments Faculty Brock University retailers and suppliers</p>	<p>n/a</p>	<p>Operational</p>

Feedback Processes	<p>July 2016.</p> <p>Brock university has feedback processes that are inclusive of the requirement to provide accessible formats or communication supports by consulting with the individual making the request and to outline its feedback processes when a complaint is received.</p>			
Formats of Documents	<p>Brock University provides accessible formats for all of its information upon request. The university will also apply this requirement to any confidential material if it relates directly to the individual making the request, such as personnel files.</p>			