



Brock University Accessibility (AODA) 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 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 emergency maintenance can be dealt with directly in a timely manner.</p>	<p>AODA Coordinator Facilities Management Finance Brock University Accessibility Advisory Committee (BUAAC) Health and Safety</p>

<p>The Office of Human Rights and Equity</p>	<p>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.</p>	<p>AODA Coordinator Office of Human Rights and Equity</p>
<p>Website Design WCAG 2.0</p>	<p>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.</p> <p>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.</p>	<p>Marketing Communications ITS AODA Coordinator</p>
<p>Promotion of an Inclusive University</p>	<p>2017 forward represents a period when the university will promote inclusion as it relates to cross disability awareness.</p> <ul style="list-style-type: none"> a) An inclusion award will be developed and given every year to an individual who has excelled in the field of advocacy or inclusion. 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. 	<p>AODA Coordinator Brock University Accessibility Advisory Committee (BUAAC) Human Resources Brock University Students Union</p>

	<p>e) Brock University will be able to map and collect information of accessible features in and around the community.</p> <p>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>	
<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>

PART II

AODA Standards / Regulations	Accessibility Policies			Deadline: 2013
O. Reg 191/ 11, s.3	Deliverables	Accountability	Budget Implications	Status
Brock will develop an accessibility policy and statement of commitment that is inclusive of the Accessible Customer Service Standard and the Integrated Accessibility Standard. This will have affect over the entirety of the University.	Brock University Accessibility (AODA) Policy includes statement of commitment and is inclusive of both laws.	Accessibility Coordinator -University Accessibility (AODA) Steering Committee	N/A	New policy to be in affect 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.	2013 Brock Multi-Year Accessibility Plan to be renegotiated to reflect a human rights approach in 2017	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				Deadline:
O. Reg 191/ 11, s.6				2013
	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				Deadline:
O. Reg 191/ 11, s.7 s. 80.49				2014
	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 service training prior to its requirement	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 C) AODA for Educators Module	AODA Coordinator Human Resources Individual Academic Departments CPI	Operational	Complete-operational

	<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 be provided on an ongoing basis.</p> <p>As 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 will provide feedback processes through multiple means of engagement. Existing feedback process can be located at http://www.brocku.ca/accessibility</p>	<p>Wording has been added to Accessibility web page about the availability of accessible formats and communication supports within the feedback process if requested. Also incorporated, is the statement that all dieback processes are to be accessible for people requiring accommodation to provide feedback.</p> <p>Feedback statement embedded within the Brock University Accessibility Policy</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 will ensure 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>Public Online information regarding Information communication supports can be found on Brock University Accessibility web page under Information and Communication</p>	<p>Human Resources AODA Coordinator SSWD Emergency and Life Safety</p>	<p>N/A</p>	<p>Complete</p>

AODA Standards / Regulations	Emergency Procedure, Plans and Public Safety			Deadline: 2012
O.Reg 191/11, s.13	Deliverables	Accountability	Budget Implications	Status
Brock will create 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
<p>Brock will make all new and significantly refreshed webpages and content to WCAG level A as of 2014.</p> <p>Brock will make all website and content Conform to WCAG level AA by 2021</p>	<p>Institutional Brock University Web Accessibility audit completed in October 2013</p> <p>Training of web developers on accessible web development was initiated for January 2014. Moving towards 2021 – Total Web platform shift and roll over to word press planned for 2015/2016- underway</p> <p>Accessibility Audit Training for CPI, Marketing and Communications and ITS planned for January 2016</p> <p>Installation of web content checker for uploads initiated 2015</p> <p>-AODA Training for educators containing tutorial on WCAG compliance operational</p> <p>-Web prompt outlining accessibility criteria for uploads operational</p>	<p>Marketing Communications</p> <p>ITS</p> <p>AODA Coordinator</p>	Operational	progressing to 2021

AODA Standards / Regulations	Educational and Training Resources and Materials			Deadline: 2013
O.Reg 191/11, s.15	Deliverables	Accountability	Budget Implications	Status
<p>Brock will provide educational and training resources and materials, etc. in an accessible format (if notification of need is given).</p>	<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 - 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 Services (SSWD)</p>	<p>Operational</p>	<p>Complete</p>
<p>Brock will provide program information and student records in accessible format.</p>	<p>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</p>	<p>Student Services University Marketing and Communications</p>	<p>Operational</p>	<p>Complete</p>

AODA Standards / Regulations	Training to Educators			Deadline: 2013
O.Reg 191/11, s.16	Deliverables	Accountability	Budget Implications	Status
Brock provides of 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 will make a 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 will provide, procure or acquire accessible or conversion ready format of print, digital or multi-media resources or material, upon request.	Brock University librarians continue to implement Ontario Council of University Libraries (OCUL)– “ACE” pilot project – Accessible Content E-Portal created to assist Ontario University Libraries to provide barrier free access to students and faculty with various reading and print disabilities across all Ontario University libraries	James A. Gibson Library -AODA Library Committee AODA Coordinator	operational	Progressing towards 2020

Part IV

AODA Standards / Regulations	Recruitment, General			Deadline: 2014
O.Reg 191/11, s.22	Deliverables	Accountability	Budget Implications	Status
<p>Brock notifies its employees and public about accommodation for applicants with disabilities in recruitment processes</p>	<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 Grounds including disability.</p>	<p>AODA Coordinator Human Resources</p>	<p>n/a</p>	<p>Complete</p>

AODA Standards / Regulations	Recruitment, Assessment or Selection Process			Deadline: 2014
O.Reg 191/11, s.23	Deliverables	Accountability	Budget Implications	Status
Brock will notify 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 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
<p>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.</p> <p>Provide the information as soon as practicable after the University becomes aware of the need for accommodation</p> <p>Where employee requires assistance in emergency, with 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>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</p> <p>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.</p>	<p>AODA Coordinator Human Resources</p>	<p>n/a</p>	<p>Complete</p> <p>Periodic review</p>

AODA Standards / Regulations	Recruitment, Documented Accommodation Plans			Deadline: 2014
O.Reg 191/11, s.28	Deliverables	Accountability	Budget Implications	Status
<p>Develop written process for documented individual accommodation plans. Include prescribed elements in process:</p> <ul style="list-style-type: none"> -how employee can participate. -how employee will be assessed. -how employer can request accommodation be achieved. -how employee can request - participation of union representative. -how employee's personal information will remain private. -how, and how often, plan will be reviewed and updated. -how reasons for denied request will be communicated. -how plan will be provided to employee 	<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>
AODA Standards / Regulations	Return to Work Processes			Deadline: 2014
O.Reg 191/11, s.29	Deliverables	Accountability	Budget Implications	Status
<p>Brock will develop a documented return-to- work process. Include steps employer will take; use documented individual accommodation plans</p>	<p>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</p>	<p>AODA Coordinator Human Resources</p>	<p>n/a</p>	<p>Complete</p>

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 performance management processes	Supervisors are made aware of accommodation needs and requirements and can plan a performance management session accordingly	AODA Coordinator Human Resources	n/a	Complete
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>