

Sir Sandford Fleming College 2011–2012 Accessibility Plan

Submitted by:

The Accessibility Working Group

Approved by:

Executive Leaders Team

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Board of Governors

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SECTION 1

Executive Summary

*At Sir Sandford Fleming College, we believe in and promote the rights of all persons with disabilities as enshrined in the **Canadian Charter of Rights and Freedoms**, the **Ontario Human Rights Code**, the **Accessibility for Ontarians with Disabilities Act (2005)** and its related **Accessibility Standards Regulations**. The College also affirms the rights of all persons, including those with disabilities, to have access to equal opportunity in employment, education, accommodation or business dealings with the College.¹*

The College further affirms its commitment to promoting the following principles in all of its policies and interactions with persons with disabilities:

- **Dignity** - treating those with disabilities as customers and clients who are as valued and deserving of effective and full service as any other customer.
- **Independence** – freedom from control or influence of others; freedom to make your own choices.
- **Integration** – allowing people with disabilities to fully benefit from the same services, in the same place and in the same or similar ways as others.
- **Equal opportunity** – having the same chances, options, benefits and results as others.

As a public College of Applied Arts and Technology in Ontario, Fleming College ensures that it meets all accessibility standards as required by the *Accessibility for Ontarians with Disabilities Act (AODA)*. The purpose of the AODA is to improve opportunities for people 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. To this end, the AODA mandates that each college prepare an annual accessibility plan.

This year, the Accessibility Working Group has reflected on the changing format of how Accessibility Standards in Ontario are organized and acted upon. The new Integrated Accessibility Standards Regulation adopted in May 2011 sets out the requirements for each of the three standards (Employment, Information and Communications, and Transportation), in one integrated compliance timeline². It also contains general requirements that apply to all areas, such as:

- developing accessibility policies and plans
- training employees and volunteers, and
- considering accessibility when purchasing goods or services

Fleming has also restructured its 2011-2012 annual plan to reflect this integration. The 2010-2011 progress report follows the College's previous reporting system and changes have only been applied to the 2011-2012 plan.

¹ From the introduction of the Fleming Accessibility for Persons With Disabilities Policy, 2009. For the complete policy, please see the College's online Accessibility page found at:

<http://www.flemingc.on.ca/index.cfm/go/fleming/sub/accessibility.cfm>

² For access to the full regulation online, go to:

http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm

The Working Group has also reflected on the development of the new Community Integration through Cooperative Education program starting in September 2011. The College community will be welcoming a part of society that has been historically excluded from formal education - those with developmental disabilities. Specific priorities have been developed to ensure this community is treated according to the principles of dignity, independence, integration and equal opportunity.

Twelve percent of Fleming College full-time students declare some sort of visible or invisible disability on the First Year Student Survey. Fleming College recognizes the social importance of an accessible College and is committed to ensuring a welcoming and inclusive learning and working environment for all members of the community.

Year-at-a-Glance

The following table summarizes the 4 priorities to be addressed in 2011-2012. They are described in depth on pages 9 and 10.

2011-12 Priorities	Description	Timeline
Integrated Standards	<ul style="list-style-type: none"> Develop three year work plans for employment, information and communications, and transportation. Post workplace emergency information in 2012 	Fall 2011
Customer Service	<ul style="list-style-type: none"> Continue to offer the online training module to all new employees and track progress Offer other types of accessibility awareness training to specific employee groups 	Ongoing
Built Environment	<ul style="list-style-type: none"> Meet or exceed accessibility requirements for all new construction related to the Kawartha Skilled Trade Institute Plan Replace the Frost elevator pending approval of the Enabling Change Mid-Sized Projects Fund Continue to monitor emerging Built Environment Standards for implementation 	Ongoing Fall 2011-Spring 2012
Community Integration	<ul style="list-style-type: none"> Offer Quality Assurance training to administrators, faculty and support staff involved in the planning and delivery of the Community Integration through Co-operative Education program 	Fall 2011

Objectives

This report:

1. Describes the process by which Sir Sandford Fleming College will identify, remove and prevent barriers to people with disabilities.
2. Reviews earlier efforts to remove and prevent barriers to people with disabilities.
3. Describes the measures the College will take in the coming year to identify, remove and prevent barriers to people with disabilities.
4. Describes how the College will make this accessibility plan available to the public.

Description of Sir Sandford Fleming College

Sir Sandford Fleming College provides accessible applied learning opportunities and research in a value-centred, dynamic environment. We offer more than 90 full-time programs in the fields of applied computing & engineering sciences, community development & allied health studies,

fine arts, law & justice, interdisciplinary studies, management & business studies, environmental & natural resource sciences, and skilled trades & apprenticeships.

Our region includes the four-county area of Peterborough, City of Kawartha Lakes (including Lindsay), Northumberland (Cobourg) and Haliburton with campuses in each location. Fleming serves in excess of 6,000 full-time and 10,000 part-time students, with approximately 500 full-time and 1,800 part-time employees.

The Accessibility Working Group

The Accessibility Working Group was constituted in 2003 and is comprised of staff with responsibilities for services to people with disabilities, as well as faculty members and student volunteers. It is co-ordinated by the Diversity Co-ordinator and overseen by the Vice-President Human Resources and Strategic Development.

Members of the 2010 – 2011 Accessibility Working Group are:

Janice Coughlin, Director of College Facilities

Christine Cripps, Support Staff Member

Sonia Crook, VP Human Resources and Strategic Development & ODA Representative

Nick Duley, HOD Consultant and Human Rights Officer

Ian Guest, graduate

Debbie Harrison, Diversity Coordinator

Audrey Healy, Counsellor and Co-coordinator of Disability Services

Aaron Hoyle, Facilities

Kelly McKnight, Faculty

Grant Meadwell, Acting Executive Director Student Services

Norma Jean Newbold, Manager of Frost Residence

Sir Sandford Fleming College is committed to:

- the continual improvement of access to college property, facilities and services for students and staff with disabilities;
- the participation of people with disabilities in the development and review of its annual accessibility plan;
- the provision of quality services – both what we deliver and how we deliver programs and
- services – to all members of the college community with disabilities.

SECTION 2

2010– 2011 Accessibility Report

Customer Service Barriers

Priority 1: Accessible Customer Service training for all employees

The online training module will continue to be offered to all new employees and HR systems will continue to track progress. This will include part-time employees, third party employees (Chartwell's, Follett's, OMNI, Securitas) and student employees. Group sessions will be offered upon request. In 2011, student councils will be offered support in training their employees in accessible customer service in order to be compliant by January 2012.

***Responsibility:** Nick Duley, Debbie Harrison, Audrey Healey, Human Resources*

Status: Fully successful

HR is tracking the training of newly hired employees via managers. New employees receive a letter identifying mandatory training to be completed during their probation in their welcome packet. New part-time faculty orientation includes accessibility training and directs new employees to the online module. Residence Advisors at Frost and Brealey have been trained in a group session. Compliance with this standard has been extended to small private sector incorporations and Student Life is aware of the availability of the Fleming module for student council employee training.

Priority 2: General accessibility training for employees

Fleming will continue to offer other types of accessibility awareness training for all employee groups, including "Duty to Accommodate" sessions, Universal Instructional Design and the Inclusive Classroom for faculty and Residence Advisor training at Student Leader Orientation in Aug/Sept 2010.

***Responsibility:** Audrey Healey, Debbie Harrison, Faith Ratchford (added April 2011 based on role as Faculty Developer)*

Status: Some progress

Contract faculty orientation in February offered an accessibility component, informing teachers of the duty to accommodate and Fleming accommodation procedures. However, special sessions to address the needs of students with Asperger Syndrome and related disabilities in placement were postponed due to a lack of external resources. Fleming champions will develop a session for presentation later in 2011.

Information & Communication Barriers

Priority 3: Information and Communication Standard Project Plan

Fleming will maintain a priority focus on monitoring this new, developing standard and its anticipated adoption in 2010-11. Human Resources will work closely with the Chief Information Officer to identify gaps between compliance and the College's current information and communication technology, processes and policies. A committee will be struck to develop an Accessible Information and Communication Project Plan for the implementation of this new AODA standard over the next three years. As with the Customer Service Plan, it will have

assigned champions and clear timelines for deliverables. Ensure integration with the Customer Service Standard and the Fleming Accessibility for Persons With Disabilities Policy.

Responsibility: *Jim Angel, Nick Duley, Debbie Harrison*

Status: *Limited progress due to delay in Standard approval*

The Integrated Accessibility Standards, including Information and Communications, was adopted in May 2011. Project plans for these Standards will be developed in the next 6 months and submitted to ELT for approval in December 2011.

Priority 4: Internal communications

In September 2010, Fleming will communicate with all employees and students regarding accessibility feedback mechanisms, their objective and how to locate the information. Student Services will triage, redirect and track all feedback, as well as respond to feedback requests in the area of Disability Services. A report will be made to the Committee each spring during the annual planning cycle, including numbers of complaints, inquiries and other communications, and the type of communication (Student Service, Plant or Employee issue).

Responsibility: *Grant Meadwell*

Status: *Limited progress*

Feedback from students and employees continues to be entirely verbal. No electronic feedback was received this year despite the web presence of contact information on both the Disability Services and Accessibility web pages. Members of the Accessibility Working Group suggest greater promotion of the feedback tools and the creation of other feedback mechanisms.

Built Environment Barriers

Priority 5: Audits

Based on the results of audits in Summer 2010, facilities will plan, prioritize and implement actions for 2010-11. Brealey campus in particular was evaluated against the draft AODA standards, comparing the current conditions for many metrics within the building. Fleming will also continue to monitor progress of the emerging Built Environment Standard for implications at Fleming.

Responsibility: *Janice Coughlin*

Status: *Partially successful*

The Built Environment Standard is still in development and Fleming continues to monitor changes. Audits allowed facilities to plan for accessibility improvements as part of the cafeteria renovations over the summer 2011, and these are described below under Priority 6. Appropriate templates for documentation of AODA variances remain outstanding.

Priority 6: Various physical modifications

During the 2010 construction work funded by the Strategic Capital Investment fund, many accessibility features were added or expanded and Brealey and Frost campus. This coming year, a proposed project will be changes to the Frost elevator.

Responsibility: *Janice Coughlin*

Status: Fully successful

Fleming carried out significant renovations at both Frost and Brealey campuses this year and many of these involved accessibility measures. Brealey renovations to the cafeteria required new washrooms and these have been designed to meet the needs of persons with disabilities using our services, including Community Living. A Hoyer Lift is being added this washroom to increase the autonomy and safety of people using the change table. The Brealey cafeteria ramp is also rebuilt to reduce the slope and improve safety for wheelchair users.

Some of the other improvements to physical barriers from general renovation work include:

Accessible lab stations at new Pathology Lab, Frost campus

Accessible reception stations at the new Registrar's office, Brealey and Frost

Accessible counter at the Duplicating department, Brealey

Height adjustments to display cases 6th floor, and main foyer, Brealey

Ramping of new portable for Electrical Apprenticeship, Brealey

Adjustments to aisles within new Finance department, Brealey

Accessible sinks at the staff lounges

Door opener control and ramping to patio at south end of the Brealey Building

New Front entrance to Brealey Building has sliding doors, enlarged vestibule and accessible ramp

Ramp installed at new pathology lab, Frost Campus

A grant submission was made under the Enabling Change Mid-sized Projects Program in January 2011 for elevator replacement at the Frost campus and some other varied accessibility features. To date no response has been received regarding success of the application.

Employment Barriers**Priority 7: Employment Standard Project Plan**

Human Resources will revise Recruitment and Selection procedures in order to improve the recruitment, retention and accommodation of persons with disabilities. These procedures will be reviewed to ensure they are compliant with the emerging Employability Standard likely to be adopted in the Fall 2010. A committee will be struck to develop an Employability Standard Project Plan for the implementation of this new AODA standard over the next three years. As with the Customer Service Plan, it will have assigned champions and clear timelines for deliverables. Ensure integration with the Customer Service Standard and the Fleming Accessibility for Persons With Disabilities Policy.

Responsibility: *Nick Duley, Lynn Watson, Debbie Harrison*

Status: Some progress

The Recruitment and Selection Committee has reviewed the standard, identified gaps and is preparing to effect the required changes in college hiring processes. As in Priority #3, the Integrated Accessibility Standards, including Employment, was adopted in May 2011. Project plans for these Standards will be developed in the next 6 months and submitted to ELT for approval in December 2011.

Transportation Barriers**Priority 8: Transportation Standard Project Plan**

Fleming will continue to monitor progress of the emerging Transportation Standard for impacts on Fleming vehicles.

Responsibility: *Janice Coughlin, Nick Duley*

Status: ***Limited progress due to delay in Standard approval***

As in Priority #3 and #7, the Integrated Accessibility Standards, including Transportation, was adopted in May 2011. Project plans for these Standards will be developed in the next 6 months and submitted to ELT for approval in December 2011.

SECTION 3

2011–2012 Accessibility Action Plan

The Accessibility Working Group recommends that the following barriers be addressed in the 2011–2012 academic year.

1. Integrated Standards

A. General requirements:

Develop a three year general requirements work plan to address:

- Emergency and public safety information
- Accessibility plans
- Policies and practices
- Kiosks
- Training
- Accessible feedback processes

Develop three year work plans for each specific theme (employment, information and communications, and transportation) to guide the implementation of all standards in compliance with the adopted regulation found at:

http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm).

The Accessibility Working Group will act as an overseeing body ensuring cohesion between different departments and standards, while key stakeholder committees will carry out the development of specific plans. Work plans will be submitted to ELT in December 2011 for implementation beginning January 2012.

B. Employment:

Ensure the accessibility of workplace emergency information in 2012.

Responsibility: Sonia Crook, Jim Angel, Janice Coughlin, Nick Duley, Debbie Harrison

2. Customer Service Barriers

A. Accessible Customer Service training for all employees

Continue to offer the online training module to all new employees and track progress via HR systems. This will include part-time employees, third party employees (Chartwell's, Follett's, OMNI, Securitas) and student employees. Group sessions will be offered upon request. Offer student councils support in training their employees in accessible customer service in order to be compliant by January 2012.

B. General Accessibility awareness training for employees and students

Continue to offer other types of accessibility awareness training for all employee groups, including "Duty to Accommodate" sessions for new faculty and Inclusive Classroom Management. Develop and deliver a session addressing placement supports for students with Asperger Syndrome and related mental health disorders.

Responsibility: Nick Duley, Debbie Harrison, Faith Ratchford, Audrey Healey, Greg Jefford

3. Built Environment Barriers

A. New construction

Ensure high level evaluation and implementation of accessibility requirements for all new construction related to the Kawartha Skilled Trade Institute to ensure it respects the emerging Built Environment Standard.

Responsibility: Janice Coughlin, Jim Drennan

B. Elevator replacement

Implement the Frost elevator replacement and related objectives from the Enabling Change Mid-Sized Projects Fund (pending approval).

C. Built Environment Standards

Continue to monitor emerging Built Environment Standards for implementation.

Responsibility: Janice Coughlin

4. Community Integration Barriers

Offer training to administrators, faculty and support staff involved in the planning and delivery of the Community Integration through Co-operative Education program to ensure Fleming College meets all requirements of the “Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008, Ontario Regulation 299/10, Quality Assurance Measures”.

Responsibility: Debbie Harrison, Joyce Wade

Reviewing and Monitoring Progress

The Accessibility Working Group will meet once each semester to review progress once the Plan has received Board of Governors approval.

Communication of the Plan

Copies of this Plan are available: in the staff lounge at each Campus location; in the Learning Support Services department at the Brealey and Frost campuses; on the internal Evolve portal located on the HR website under Diversity and Accessibility.

And on the external College web site at:

<http://www.flemingc.on.ca/index.cfm/go/fleming/sub/accessibility.cfm> .

The Report is also available as an e-mail attachment, on computer disk, in large print, or in Braille, by request to Debbie Harrison, Diversity Coordinator, at 705-749-5520 ext.

1179 or debharri@flemingc.on.ca