



FLEMING

Multi-Year Accessibility Plan 2025 to 2029

2025 - 2029

Updated: December 2025

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Message from Acting Co-Presidents

At Fleming College, accessibility is a cornerstone of our commitment to equity, inclusion, and academic excellence. As we introduce our Multi-Year Accessibility Plan for 2025–2029, we are especially grateful for Fleming’s Accessibility Advisory Committee (AAC), whose insights, lived experiences, and sector-informed recommendations have shaped the strategies, direction, and priorities of this plan. Their collaborative guidance ensures that the College continues to reaffirm our dedication and understanding that accessibility requires ongoing attention, reflection, and action.

This plan outlines our priorities, including infrastructure improvements, enhanced training and awareness, and the integration of accessibility into all aspects of college life. It is both a roadmap and a call to action—one that embodies our shared responsibility to design with empathy, listen with intention, and act with purpose.

Fleming must build on its longstanding accessibility commitments and the AAC reminds us that accessibility is not simply about compliance; it is about cultivating a culture of belonging. We recognize that strategic planning, student-centred learning design, and inclusive practices are essential to removing barriers and fostering environments where everyone can reach their full potential.

We invite every member of the Fleming community to join us in this work. Together, we will continue shaping a college that goes beyond accessibility: a place where diversity is honoured, inclusive practices are embedded, and success is supported for all.

Sincerely,

Theresa Knott and Al Lambert
Acting Co-Presidents, Fleming College



Acknowledging the Territory

Fleming College respectfully acknowledges that we are situated on Mississauga lands and the traditional territory covered by the Williams Treaties.

We are grateful for the opportunity to work and teach here and we thank all the generations of people who have taken care of this land - for thousands of years. We recognize and deeply appreciate their historic connection to this place. We also recognize the contributions of Métis, Inuit, and other Indigenous peoples, both in shaping and strengthening this community and country as a whole. This recognition is connected to our collective commitment to make the promise and the challenge of Truth and Reconciliation real in our Fleming community.

Fleming's Commitment to Accessibility

At Fleming College, we are committed to building an inclusive and accessible learning and working environment. 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, and the Accessibility for Ontarians with Disabilities Act (AODA, 2005) and its related Accessibility Standards Regulations. The College supports the intent of the AODA and its goal of achieving accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodations, employment, buildings, structures and premises. 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.

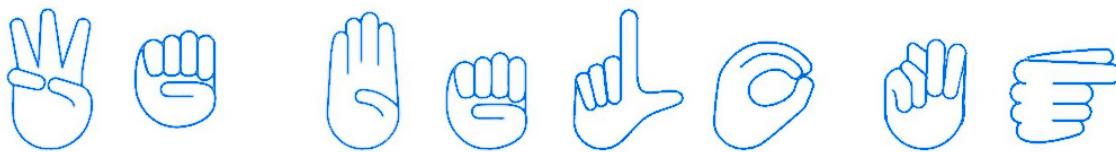
Consistent with the Integrated Accessibility Standard Regulation (IASR), the College affirms its commitment to promoting the following principles in all of its policies and interactions with persons with disabilities:

Dignity: Treating individuals with disabilities as customers and clients who are as valued and deserving of effective and full service as any other customer. Individuals with disabilities will not be expected to accept lesser service, quality, or convenience.

Independence: Freedom from the 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. Policies, practices, and procedures are designed to be accessible to everyone including people with disabilities.

Equal opportunity: Treating those with disabilities in accordance with their individual merits, capabilities, circumstances, or characteristics, rather than on the basis of stereotypical assumptions. People with disabilities should not have to make significantly more effort to access or obtain service, and they should not have to accept lesser quality or more inconvenience.



we belong

About the AODA

The Accessibility for Ontarians with Disabilities Act (AODA) was created in 2005 to make Ontario fully accessible for persons with disabilities by identifying, removing and preventing barriers. This law applies to all public sector organizations and most organizations in Ontario, with requirements depending on their size and type. Educational institutions, like Fleming College, must comply with the AODA.

The AODA includes the Integrated Accessibility Standards Regulation (IASR), which focuses on several key areas:

- General requirements: We must have accessibility policies and a multi-year plan, procure accessible goods and services, provide training on accessibility and ensure self-service kiosks are accessible.
- Information and communication: We must offer accessible formats and communication supports when requested.
- Employment: Our hiring practices and workplace accommodations must be accessible.
- Design of public spaces: Any new or updated public spaces must be accessible.
- Customer service: Accessible customer service policies and staff training are required.

We are required to have an accessibility plan that outlines how we will meet these requirements. This plan must be updated every five years and made publicly available in accessible formats upon request. We also need to have an accessibility policy that includes our commitment to accessibility, along with a customer service policy.

This Multi-Year Accessibility Plan (MYAP) ensures that we comply with AODA requirements. It offers a chance to go beyond minimum standards, helping to create a barrier-free college.



PSE Standards

The [final recommendations](#) were completed and delivered to the Ministry for Seniors and Accessibility in late April 2022. There still has not been any action or timeframe from the government as to when the Standards will become law. The government may accept them in full, in part, or with modification to become part of the AODA.

The recommendations require a fundamental shift in design, delivery of post-secondary education, and a proactive and systemic level of barrier removal. The wide scope of recommendations addresses: attitudinal barriers; awareness and training; assessment, curriculum, and instruction; digital learning; admission and accommodation processes; and physical and financial barriers, demonstrates an important holistic view of students with disabilities.

The Accessibility Advisory Committee (AAC) of Fleming College presents the 2025-2029 Multi-Year Accessibility Plan. This plan identifies further refinement of accessibility goals and anticipation of emerging new requirements under the AODA.

Accessibility Advisory Committee (AAC)

Mandate

The AAC is dedicated to providing strategic oversight and leadership to promote accessibility at Fleming College. It ensures a coordinated approach to identifying, removing, and preventing barriers for persons with disabilities, and fostering a campus environment that prioritizes inclusivity and equal opportunities for all.

Purpose

The AAC is committed to:

- Setting priorities, making recommendations, and monitoring progress on the College's efforts to comply with and exceed the Accessibility for Ontarians with Disabilities Act (AODA) and developing strategies to address the PSE Standards recommendations.
- Supporting Human Resources and the Strategic Alliance on the Advancement of EDI by championing institutional measures with the aim of shifting culture and perspectives towards a more accessible and inclusive College environment.
- Alignment with Fleming College's Strategic Direction and the Strategic Mandate Agreement - Being a welcoming place for all – equitable, diverse, and inclusive.

Key Accessibility Achievements (2024–2025)

Overarching Initiatives

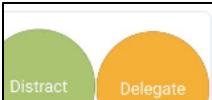
- Appointed a Manager of Corporate Accessibility & AODA Compliance.
- Developed an AODA Maturity Model to assess accessibility progress.
- Revitalized the Accessibility Advisory Committee (AAC) to lead planning and policy updates.

General Requirements

- Updated key accessibility policies and procedures.
- Drafted a new Multi-Year Accessibility Plan (MYAP) for 2025–2029.
- Installed height-adjustable self-service kiosks.

Training

- Updated mandatory AODA training modules.
- Launched new tutorials and leadership workshops.
- Tracked training completion for compliance.

 Distract Delegate	 ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) Complete	 Ontario Human Rights Commission Commission ontarienne des droits de la personne Complete	 Conflict of Interest Required Annually Completed Dec 16, 2024 Complete
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Customer Service Standards

- Welcomed service animals and support persons.
- Ensured accessible feedback and disruption communication processes.

Information & Communication

- Streamlined feedback and accessible format requests.
- Improved website accessibility using Site Improve and Sa11y plug-in.
- Ensured WCAG 2.0 Level AA compliance.

Employment Standards

- Developed inclusive hiring and interview guides.
- Provided accommodations throughout recruitment and employment.
- Created documented accommodation and return-to-work plans.

Design of Public Spaces

- Upgraded washrooms to gender-neutral and accessible designs.
- Added automatic door operators and access controls.
- Ensured new construction meets accessibility standards.

Going Beyond AODA Requirements

- Co-founded the College Accessibility Community of Practice (CACoP) with George Brown College.
 - Shared best practices and addressed sector-wide accessibility challenges.
- Introduced mandatory annual accessibility training and policy attestations.
- Enhanced the Accessibility Centre with new tools and tutorials.



Strategies & Actions

2025

Item	Champion	Status
Create Accessibility maturity model	Manager of Corporate Accessibility & AODA Compliance	Completed
Re-establish Accessibility Advisory Committee (AAC)	Manager of Corporate Accessibility & AODA Compliance	Completed
Develop new 2025-2029 Multi-year Accessibility Plan (MYAP)	Accessibility Advisory Committee (AAC)	Completed
Update Disruptions in Service Procedures	Accessibility Advisory Committee (AAC)	Completed
Review and draft plan to start addressing PSE Standards recommendations	Accessibility Advisory Committee (AAC)	In Progress
2024/25 Annual Accessibility Status report	Manager of Corporate Accessibility & AODA Compliance	Completed
Support the completion and submission of AODA Compliance report	Manager of Corporate Accessibility & AODA Compliance	Completed

2026

Beginning in 2026, each Fleming College department/unit will develop and annually update a Unit-Level Multi-Year Accessibility Plan (ULMYAP) aligned with the College-wide MYAP with support from Accessibility Advisory Committee (AAC) and Manager of Corporate Accessibility & AODA Compliance. These plans will identify specific barriers, outline departmental roles in advancing accessibility, and detail operational strategies to embed accessibility and inclusion in daily practices. The initiative reinforces that accessibility is a shared responsibility across all units and functions. This will apply to:

- Academic divisions (e.g., School of Trades and Technology, School of Health and Community Services)
- Administrative units (e.g., Human Resources, Finance, ITS, Marketing)
- Student Services, Registrar, Applied Research, Advancement, and the Office of the President

Item	Champion	Status
Annual review of College MYAP	Accessibility Advisory Committee (AAC)	
Launch ULMYAP development. Provide templates, training, and support. Identify a unit champion to lead initiative.	Unit Accessibility Champion with support from Accessibility Advisory Committee (AAC) and Manager of Corporate Accessibility & AODA Compliance	
Assist with content development and feedback for new Micro-modules: accessible documents/PDFs and accessible events. Explore other accessibility learning opportunities	Human Resources	
Explore funding opportunities that advance staff competencies in accessibility practices	Accessibility Advisory Committee (AAC)	

Item	Champion	Status
Continue with plan development for PSE Standards - Engage partners – Collaborate with faculty, staff, students.	Accessibility Advisory Committee (AAC)	
Analyze any accessibility policies & procedures scheduled for updates <ul style="list-style-type: none"> • Individual Emergency Response Plan 	Manager of Corporate Accessibility & AODA Compliance	
2025/26 Annual Accessibility Status report	Manager of Corporate Accessibility & AODA Compliance	
Collaborate with Facilities and Project Teams to integrate accessibility considerations for renovation and construction projects. renovation and modernization schedules (e.g. pathways, routes, washrooms, elevator modernization).	Facilities	

2027

Item	Champion	Status
Annual review of College MYAP	Accessibility Advisory Committee (AAC)	
Units submit first annual ULMYAP updates. Integrate	Unit Accessibility Champion	

Item	Champion	Status
feedback and refine practices.		
Develop a Digital Accessibility Plan [per PSE Standards recommendation rec 71]	ITS, Marketing, Communications	
Continue with plan for PSE Standards - Engage Stakeholders – Collaborate with faculty, staff, students.	Accessibility Advisory Committee (AAC)	
2026/27 Annual Accessibility Status report	Manager of Corporate Accessibility & AODA Compliance	
2027 AODA Compliance report	Manager of Corporate Accessibility & AODA Compliance	
Collaborate with Facilities and Project Teams to integrate accessibility considerations for renovation and construction projects. renovation and modernization schedules (e.g. pathways, routes, washrooms, elevator modernization).	Facilities	

2028

Item	Champion	Status
Annual review of MYAP	Accessibility Advisory Committee (AAC)	
Annual review of ULMYAP	Unit Accessibility Champion	
2027/28 Annual Accessibility Status report	Manager of Corporate Accessibility & AODA Compliance	
PSE Standards recommendations: Explore <i>Accessibility & Universal Design</i> - (e.g. support working groups, course designers, develop UDL standards)	The Learning Design & Support Team /Accessibility Advisory Committee (AAC)	
Update AODA – Accessible Education training	Human Resources	
Collaborate with Facilities and Project teams to integrate accessibility considerations for renovation and construction projects. renovation and modernization schedules (e.g. pathways, routes, washrooms, elevator modernization).	Facilities	
Support the development of accessibility design standards for new builds and renovations	Facilities	

2029

Item	Champion	Status
Annual review of MYAP	Manager of Corporate Accessibility & AODA Compliance	
Annual review of ULMYAP	Unit Accessibility Champion	
Review Accessibility Maturity Model and benchmark against leading institutions	Accessibility Advisory Committee (AAC)	
2029 AODA Compliance report	Manager of Corporate Accessibility & AODA Compliance	
2028/29 Annual Accessibility Status report	Manager of Corporate Accessibility & AODA Compliance	
PSE Standards recommendations: Teaching and Learning, further development of UDL supports	The Learning Design & Support Team	
Explore options for accessible routes, pathways navigation, office/learning space during long-term disruptions (e.g. elevator modernization).	Facilities	
Continue to support Facilities and Project teams to integrate accessibility considerations for renovation and construction projects.	Facilities	

Feedback & Contact

Fleming College welcomes your feedback on the accessibility of our facilities, programs, and how we provide accessible customer service. If you have a concern or comment to share, please contact:

Recommended Steps:

1. Speak with the individual unit or department directly to provide feedback or seek assistance.
2. If necessary, further feedback can be directed to accessibility@flemingcollege.ca

We may need to contact you to provide further information. Please include:

- Your name
- Your affiliation (e.g. student, staff, faculty or visitor)
- Contact information (telephone and/or email)
- A brief summary of your feedback

All feedback will be reviewed and forwarded to an appropriate individual or service provider at Fleming.

Requests for Information in Alternative or Accessible Formats

This document is available in alternate formats upon request

Please contact the [Manager Corporate Accessibility & AODA Compliance](#)

Additional Resources



Procedure Title:	Maintenance and Service Disruption Notification of Accessible Elements
Procedure ID:	OP #3-341B
Manual Classification:	Section 3 – Human Resources
Linked to Policy:	#3-341 Accessibility for Persons with Disabilities
Approved by Senior Management Team (SMT):	
Effective Date:	
Next Review Date:	
Contact for Procedure Interpretation:	Vice President, OEHR; Director, Diversity, Equity & Inclusion and Organizational Effectiveness

1.0 – Purpose

Fleming College is committed to building an inclusive and accessible learning and working environment that promotes the rights of all persons with disabilities as mandated by the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act (AODA, 2005), and all related Accessibility Standards Regulations. This procedure also outlines principles in College Policy #3-341 Accessibility for Persons with Disabilities.

In accordance with the Integrated Accessibility Standard Regulation 191/11 (IASR), Fleming College shall ensure the Multi-year Accessibility Plan includes procedures to address:

1. Preventative and emergency maintenance of accessible elements in its public spaces ([s 80.44](#)).
2. The timely notice in the event of a planned or unplanned service disruption in college facilities, goods, or services that may be used by persons with disabilities ([s 80.48](#)). These will include:
 - a. Physical facilities such as power door openers to public entrances, outages to elevators, ramps, sidewalks, pathways, barrier-free parking stalls, or accessible washrooms
 - b. Departmental closures (e.g. Accessible Education Services)
 - c. Power outages or external emergencies

- d. Areas designated for repairs or servicing

2.0 – Definitions and Acronyms

Accessible element: An *element specified by policy, guidelines, and/or design standards* (for example adult change table, automatic door, etc.)¹

Element: An architectural or mechanical component of a building, facility, space or site (e.g. telephone, curb ramp, door, drinking fountain, seating or water closet). ¹

Service disruption: A planned or unplanned interruption in the facilities or services.

Planned service disruption: Disruption known at least three days in advance.

Unplanned service disruption: Disruption without prior notification or unexpected.

FSS: Facilities, Services and Support.

ITS: Information Technology Services.

AODA: Accessibility for Ontarians with Disabilities Act.

IASR: Integrated Accessibility Standard Regulation 191/11.

College Community: Any person who studies, teaches, conducts research at or works at, or under, the auspices of the College and includes without limitation, employees or contractors; appointees (including volunteer board members); students; visitors; and any other person while they are acting on behalf of, or at the request of the College.

3.0 – Guiding Principles

Fleming College is committed to maintaining accessible elements in public spaces in a manner that ensures safety, dignity, and equitable use for all community members. The College will proactively monitor, repair, and communicate disruptions to accessible features, recognizing that ongoing maintenance is essential to barrier-free participation.

Must align with IASR requirements to ensure timely, transparent communication, while integrating with other existing college plans (e.g. College's Business Continuity Plan) to safeguard equitable access and minimize disruption for all students and staff.

Information on disruptions is crucial for persons with disabilities when planning accessible routes. This information assists with:

¹ Adapted from the Facility Accessibility Design Standards for the University of Toronto s. 2.0, Facility Accessibility Design Standards for OCAD University s. 2.0.

- Avoiding unexpected barriers: Disruptions by outages of accessible elements like elevators, out-of-order accessible washrooms, or blocked ramps can create serious obstacles. Advance notice allows people to plan alternative routes.
- Emergency preparedness: In case of sudden closures or technical failures, timely updates help persons with disabilities make informed decisions about their safety and mobility in public spaces.
- Ensuring access to essential services: If College services or supports are temporarily unavailable, persons with disabilities need to know so they can seek alternatives.
- Reducing Stress & Uncertainty: Knowing about disruptions ahead of time prevents frustration and ensures accessible experiences in public spaces.

4.0 – Operating Procedure

4.1 Preventative and Emergency Maintenance Procedures

The FSS team, responsible for maintaining accessible elements in Fleming College's public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.

To the extent possible, notification of work regarding any planned service disruption to accessible elements due to maintenance or repairs impacting College community's accessibility will be posted in advance, using information and methods described in s 4.5 and 4.6.

Initial email notifications will use the blue or "Scheduled Maintenance" banner of the Notification Colour Legend, and any subsequent updates will use the black "Information Update" banner (see Figure 1).

FSS personnel will inspect applicable accessible elements that are available for use by the public regularly. Any elements found to have defects or need maintenance will be identified so they can be addressed. The Facilities Services and Support Work Order Request System ([Ebase](#)) may be used to request **routine facility maintenance and general services** across Fleming College campuses.

Disruptions in services, facilities, and accessible elements may occur due to reasons that may or may not be within the College's control or knowledge. In the case of unplanned service disruptions, the College will make reasonable effort to provide timely notice, recognizing that in some circumstances advanced notice will not be possible.

4.2 Planned Service Disruption Procedures

In the event of a planned service disruption, the following steps must be taken at least three (3) days prior to the disruption:

- a) Post temporary signage on-site per s 4.6 a)
- b) Email notifications s 4.6 b):
 - i. Will be disseminated to the college community utilizing list-servs by Facilities or Vice President, Information Technology. Circumstances may require specialized messaging. When appropriate, the Director, Communications may provide feedback and support for notifications.
 - ii. Must use the Notification Colour Legend (Figure 1) to identify the type and status of the disruption (see Appendix for examples). When appropriate, updates (“Information Update” banner) will be disseminated in this manner.
- c) Notifications per s 4.6 c), d), e), and f) as appropriate.

4.3 Unplanned Service Disruption Procedures

In the event of an unexpected temporary disruption in service, the following steps must be taken as early as possible:

- a) Post temporary signage on-site per s 4.6 a)
- b) Depending on the urgency and time-sensitive notifications, Facilities or Vice President, Information Technology may distribute email notifications to the appropriate list-servs directly.

Email notifications s 4.6 b):

 - i. Will be disseminated to the college community utilizing list-servs by Facilities or Vice President, Information Technology. Circumstances may require specialized messaging. When appropriate, the Director, Communications may provide feedback and support for notifications.
 - ii. Must use the Notification Colour Legend (Figure 1) to identify the type and status of the disruption (see Appendix for examples). When appropriate, updates (“Information Update” banner) will be disseminated in this manner.
- c) Notifications per s 4.6 c), d), e), and f) as appropriate.

4.4 Service Restored Procedures

This occurs when College facilities, goods, or services are operational after a disruption or maintenance.

- a) Email notifications:
 - i. Will be disseminated to the college community utilizing list-servs by Facilities or Vice President, Information Technology. Circumstances may require specialized messaging. When appropriate, the Director, Communications may provide feedback and support for notifications.
 - ii. Must use the green “Service Restored” banner referenced in the Notification Colour Legend (Figure 1).
- b) Remove any temporary on-site signage
- c) Updated notifications per s 4.6 c), d), e), and f) if previously utilized.

4.5 Information to be Included in Notice

The College will make reasonable efforts to provide notice of the disruption to the public and must include:

- a) Information about the reason for the disruption,
- b) Its anticipated duration, and
- c) A description of alternative facilities or services, if any, that may be available.

4.6 Method of Notification and Responsibility

Method of Notification	Responsibility
a) Signage <ul style="list-style-type: none"> • Temporary sign posted in a conspicuous, logical location near the facility, service, or device. Examples include but are not limited to over an elevator button, on the power door opener button, near the entrance of a ramp, near the operating button of a lift. (see Appendix example 1) • Temporary signs posted as appropriate throughout the building, particularly near the building’s main entrance and all accessible entrances. • see Appendix for example 	Facilities and Security
b) Email <ul style="list-style-type: none"> • Must use the Notification Colour Legend to identify the type and status of the disruption: 	Facilities, Vice President, Information Technology, and Director, Communications

Method of Notification	Responsibility						
<p style="text-align: center;">Notification Colour Legend</p> <table border="1" style="width: 100%; text-align: center;"> <tr> <td style="background-color: #002060; color: white; padding: 2px;">Scheduled Maintenance</td> <td style="background-color: #C00000; color: white; padding: 2px;">Unplanned Outage</td> <td style="background-color: #008000; color: white; padding: 2px;">Service Restored</td> </tr> <tr> <td style="background-color: black; color: white; padding: 2px;">Information Update</td> <td style="background-color: #FFD700; color: black; padding: 2px;">Service Degradation</td> <td></td> </tr> </table>	Scheduled Maintenance	Unplanned Outage	Service Restored	Information Update	Service Degradation		
Scheduled Maintenance	Unplanned Outage	Service Restored					
Information Update	Service Degradation						
<p style="text-align: right;"><i>Figure 1</i></p> <ul style="list-style-type: none"> • See Appendix for examples 							
<p>c) Web</p> <ul style="list-style-type: none"> i. Banner on fleming.ca webpage(s) ii. Departmental websites 	<ul style="list-style-type: none"> i. Marketing ii. ITS 						
<p>d) myCampus portal</p>	<p>Login page: Marketing</p> <p>Intranet pages: ITS</p>						
<p>e) Fleming Safe app</p> <ul style="list-style-type: none"> • Security will use app only for serious emergency situations and campus closures (e.g. weather-related event). 	<p>Security</p>						
<p>f) Any other method that may be reasonable under the circumstances (e.g. notifying affected departments, notifying Security, etc.) as soon as reasonably possible.</p>	<p>Dependant on circumstance</p>						

4.7 Reporting a disruption

a) Facilities, Services and Support

facilities@flemingcollege.ca

<https://department.flemingcollege.ca/facilities>

b) IT Service Desk

<https://tdx.flemingcollege.ca/>

1-866-353-6464 x4111 Option #1

c) Campus Security

705-749-5530 ext. 8000

d) Service Hub (Sutherland and Frost)

e) Accessibility Feedback

i. Accessibility feedback may be submitted via the [Accessibility at Fleming College webpage](#).

Appendix

Signage Example



D-Wing Elevator Non-Operational - Sutherland Campus

Please be advised that the D-wing elevator is currently out of order. Repairs have been requested; however information on when the elevator will be operational is not yet available. This message and relevant email notifications will be updated when more information is available. We apologize for any inconvenience.

If you require assistance, contact Campus Security at 705-749-5530 ext. 8000.



Email Notification Example #1

Scheduled Maintenance
D2L Brightspace

When?

Tuesday, August 5, 2025, from 2:00 am to 5:00 am.

Why?

Insert content

What's the impact?

Insert content

For more information, contact

IT Service Desk

Notification Colour Legend

Scheduled Maintenance	Unplanned Outage	Service Restored
Information Update	Service Degradation	

Email Notification Example #2

Steele Centre Elevator Non-Operational - Sutherland Campus

When?

- Immediate

Why?

- Please be advised that the Steele Centre elevator is currently out of order. Facilities Services and Support is working to repair the elevator as soon as possible; however, information on when the elevator will be operational is not yet available. This message will be updated when more information is available.

What's the impact?

- Steele Centre elevator access is currently unavailable
- This may impact individuals who require elevator access for mobility or medical reasons.
- All building users are advised to use alternate routes until repairs are completed.
- If you require assistance, contact Campus Security at 705-749-5530 ext. 8000

For more information, contact

Notification Colour Legend

Scheduled Maintenance	Unplanned Outage	Service Restored
Information Update	Service Degradation	

Email Notification Example #3

Steele Centre Elevator Operational - Sutherland Campus

When?

- Immediate

Why?

Please be advised that the Steele Centre elevator is now back in service. Facilities Services and Support has completed the necessary repairs, and the elevator is fully operational. Thank you for your patience during the outage.

What's the impact?

- Steele Centre elevator access has been restored
- Individuals who rely on the elevator for mobility or medical reasons may now resume regular access to all levels of the building.
- Alternate routes are no longer required.
- If you experience any issues or require assistance, please contact Campus Security at 705-749-5530 ext. 8000

For more information, contact

Facilities, Services and Support

Notification Colour Legend

Scheduled Maintenance	Unplanned Outage	Service Restored
Information Update	Service Degradation	

Email Notification Example #4

Information Update
World Password Day - Stay Secure with 1Password

When?

Each year on the first Thursday in May.

Why?

Insert content

How?

Insert content

For more information, contact

Notification Colour Legend

Scheduled Maintenance	Unplanned Outage	Service Restored
Information Update	Service Degradation	

5.0 – Related Documents

- Accessibility for Ontarians with Disabilities Act (2005)
- O. Reg. 191/11 Integrated Accessibility Standards
- College Policy #3-341 Accessibility for Persons with Disabilities
- College Operating Procedure #3-341A Accessibility for Persons with Disabilities
- College Policy #6-605 IT Business Continuity
- College Operating Procedure #6-605A IT Business Continuity and Disaster Recovery
- Fleming College Emergency Response Plan (ERP)
- Multiyear Accessibility Plan 2025-2029

6.0 – History of Amendments & Reviews

Date Approved	Approved By	List of Approved Amendments / Review
Dec 17, 2025	SMT	