



# **Accessibility Plan 2019-2020 and Progress Report**

**September 2020**

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## **Executive summary**

The following report updates the Durham College Accessibility Plan and is submitted in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). The report provides information on Durham College's progress towards developing an accessible and inclusive environment in the context of our values of respect, and diversity and inclusion. Our strategic goal is to support student success and the College has welcomed the pro-active approach of the Accessibility for Ontarians with Disabilities Act (AODA) in setting standards to identify and remove barriers that ultimately ensure not only student success, but the success of our entire community.

We are pleased with the progress towards an inclusive campus during the past year, through the annual prioritization of removing barriers in the built environment and through progress on the objectives established for 2019-20:

1. Update legislated training resources for all staff to ensure compliance with AODA.
2. Begin an audit of the physical spaces on the Durham College Campus.
3. Review DC Cares, the college's official feedback mechanism, to ensure it is accessible to all users.
4. Continue initiatives to sustain compliance with AODA requirements.

## Progress Updates from 2018-2019 Accessibility Plan Objectives

### Objective #1: Ensure that our practices for procurement of software are compliant with AODA requirements

Initiative	Updates on activities and actions	Lead	Status
Expand purchasing task force to include lab, shop, kitchen upgrades and classroom equipment.	The Banner administrative applications were upgraded to version 9 which is AODA compliant. The academic software procurement process was modified to include the checking for AODA compliance. Fifteen classroom podiums were upgraded to be AODA compliant at the Oshawa campus and 11 podiums were upgraded at the Whitby campus. DC Connect was upgraded and maintained its AODA compliance status.	IT – Purchasing and Procurement Task Force	Completed
Investigate and acquire statistics regarding academic software and e-books that are meeting accessibility standards	Changes to WebCOT were made to address multiple college initiatives during the 2018-19 academic year. Documentation will be added to Centre for Faculty Enrichment (CAFÉ) website to begin the educational/training component of future additions to WebCOT. A repository has been created and is held in the library.	IT – Purchasing and Procurement Task Force	Completed
Include standardized accessibility messages on footer of all websites.	Working with Communications and Marketing to create standardized messaging, that will link to accessibility website.	IT – Purchasing and Procurement Task Force	Completed

### Objective #2: Provide training resources to all staff to contribute to an accessible learning environment.

Initiative	Updates on activities and actions	Lead	Status
Produce training videos for creating accessible documents and forms.	A PD session for employees on AODA and Accessible Documents was delivered through the CAFE. This session was delivered in May 2019 and a recording is available on the CAFE website for faculty wishing to access it.	Access and Support Centre/Centre for Academic and Faculty Enrichment	Completed
Provide training to DC community for service animals on campus.	Policy, procedure, and forms have been completed. Drafts have undergone legal review and are awaiting final approval of Academic Leadership Team, Durham College Leadership Team, and College Council. More info in objective 3 below.	Service Animal Task Force	Completed

### Objective #3: Implement and communicate a Service Animal policy for the college community.

Initiative	Updates on activities and actions	Lead	Status
Communicate to DC community about service animals on campus.	Legal review completed and the policy/ procedure was approved by DCLT and Board of Governors, and then shared on ICE and DC website. Request forms are also in place and posted to ICE and DC website, and signage such as quick references guides are posted on campus and online.  Policy is currently communicated at employee orientations and is available to students on the DC website and MyCampus portal. Terms of Reference for task groups (including Service Animal, Procurement and Communications) fully completed.	Service Animal and Communications task forces	Complete

### Objective #4: Continue initiatives to sustain compliance with AODA requirements.

Initiative	Updates on activities and actions	Lead	Status
Ensure enhancements to Whitby entrance is accessible and addresses issue with sidewalk access for mobility devices.	The entrance addition to the Whitby campus will be made accessible. Due to changes to bus route, alterations to bus loop were not undertaken. Stellar Drive (Consumers Drive extension between Thornton and Thickson) to be completed at the end of this year or early 2019.	Audit Task Force	Stellar Drive completed

	<p>This means that the loop, which will remain, will only serve private vehicles and taxis however the “pinch point” between the curb and the corner of the building will no longer need to be traversed. Meetings with Durham Region Transit (DRT) currently underway to review plans for Stellar Drive bus stop which will be part of new roadway entrance at the north end of the campus.</p>		<p>Bus loop project deferred.</p>
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## Accessibility Plan and Progress Report 2019-2020

### Objective #1: Update legislated training resources for all staff to ensure compliance with AODA.

Initiative	Updates on activities and actions	Lead	Status
Update legislated AODA training to 2015 standard	<p>Task force made recommendations with budget requests reviewed.</p> <p>HR has submitted a proposal for the new budget to have a new platform for DC Connect for employees. This platform is where the AODA modules would live.</p> <p>Once the platform is in place, we can look at housing the AODA modules there.</p> <ul style="list-style-type: none"> <li>○ CAFE created AODA modules for placement students that are more recent and relevant than our existing modules on ICE. (Developed in 2015)</li> <li>○ Next steps would be to audit those modules (either internal or external).</li> </ul> <p>If changes are required, CAFE would need development time</p>	Training Modules Task Force, Human Resources, CAFE	Extended to 2020-2021 year.

### Objective #2: Begin an audit of the physical spaces on the Durham College Campus.

Initiative	Updates on activities and actions	Lead	Status
Solidify whether reviews will be conducted internally or by an external provider.	With Durham College Leadership Team approval, it was determined that an external provider would be more efficient.	Audit Task Force	Completed
Identify and contract vendor, preparation for audit.	<p>External provider identified through public tender request for proposals, vendor to provide interim report and cost estimates including gap analysis and how to demonstrate compliance, with a workplan to address gaps.</p> <p>Oshawa and Whitby campus site survey by end of June 2020, some delays due to COVID19 campus closure.</p>	Audit Task Force	Completed
Physical audit	<p>J-block assessment completed.</p> <p>All wings and all floors in the Gordon Wiley building next to be completed. Seeking approval on capital request portfolio of construction projects – a multi-year endeavor with compliance in 2024.</p>	Audit Task Force	On track

### Objective #3: Review DC Cares, the college’s official feedback mechanism, to ensure it is accessible to all users.

Initiative	Updates on activities and actions	Lead	Status
Review DC Cares, the college’s official feedback mechanism, to ensure it is accessible to all users.	<p>Completed a review and testing utilizing assistive devices, reported to ITS and C+M the findings and recommendations.</p> <p>ITS implemented the recommended change to the DC Cares submission form.</p>	Communications Task Force	Completed

### Objective #4: Continue initiatives to sustain compliance with AODA requirements.

Initiative	Updates on activities and actions	Lead	Status
Champion “The Forward Movement” to change symbols for all parking spaces.	Facilities/ Ancillary services had all parking spaces symbols changed to reflect “The Forward Movement” symbols.	Student Affairs / Facilities	Completed

Microsoft 365 launch and rollout	<p>Training completed for Accessibility Coordinating Committee.</p> <p>Demonstrated new tools to students, such as PowerPoint with transcripts, assistance with note-taking support, and OneNote recording to handwriting option.</p> <p>Microsoft 365 launched for all staff in 2020.</p> <p>CAFE developed resources for faculty on ways to use Office365 in their classroom including key accessibility features. Details available at: <a href="https://durhamcollege.ca/cafes/educational-tech/office-365-tools/">https://durhamcollege.ca/cafes/educational-tech/office-365-tools/</a></p> <p>CAFE provides monthly Office365 training for faculty, including accessibility features of each product such as live captioning, transcripts and voice-over.</p>	<p>CAFE/ACC</p> <p>ASC</p> <p>IT</p> <p>CAFE</p> <p>CAFE</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Ongoing</p>
Provide accessible online learning in COVID19 environment	<p>DC Connect template developed by CAFE for faculty to use using evidence-based design principles, as well as DC student feedback. The template adheres to AODA and has been reviewed by Access and Support Centre. Details available at <a href="https://durhamcollege.ca/cafes/educational-tech/dc-connect-course-template/">https://durhamcollege.ca/cafes/educational-tech/dc-connect-course-template/</a></p>	CAFE	Completed
Height adjustable chairs and tables	Purchased 35 chairs in 2019-2020 year.	Facilities	Completed
Remove physical barrier at H-Wing entrance	River rock identified as accessibility hazard, removed.	Facilities / Audit Task Force	Completed
Communicate student accommodation process more clearly to faculty.	<p>The Access and Support Centre (ASC), Centre for Academic and Faculty Enrichment (CAFE) and faculty representatives collaborated to create a video on the accommodation process for students at Durham College. The intention of this video is to show the accommodation process for students from the faculty perspective. Video and process is available at <a href="https://durhamcollege.ca/cafes/teaching/aoda/student-accommodations/">https://durhamcollege.ca/cafes/teaching/aoda/student-accommodations/</a></p>	ASC/ CAFE	Completed

## **Objectives for 2020-2021**

1. Continue with audit of the physical spaces on the Durham College Campus.
2. Continue to develop legislated training resources for all staff to ensure compliance with AODA.
3. Review/update/communicate the Software Procurement checklist.
4. Create a communications plan to effectively communicate AODA projects and procedures to students and employees.
5. Update public web content to meet Web Content Accessibility Guidelines 2.0
6. Continue initiatives to sustain compliance with AODA requirements.