



Accessibility Annual Status Report 2020-2021

September 2021

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Executive Summary

Durham College has launched a new Multi-Year Accessibility Plan for the next four years focused on preventing and removing barriers to accessibility and to meeting the requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards. The 2020-2021 Annual Status Report details the measures taken to improve accessibility and objectives for the next year.

The purpose of this report is to track our organization's progress and make the public aware of our initiatives. The report provides information on the College's progress towards developing an accessible and inclusive environment in the context of our values of respect, diversity and inclusion. The College has welcomed the pro-active approach of the 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 accessibility initiatives.

Accessibility Accomplishments in 2020-2021

- **Objective #1: Continue with audit of the physical spaces on the Durham College Campus.**
 - Audit response broken into phases, approval being sought for each phase of physical updates
 - Accessibility of washrooms and other priority areas first
 - Phase 4 of new Whitby building will be barrier-free
 - Student Centre Marketplace area made more accessible; landscaping and replacement of interlocking stones with concrete
 - C-wing sitting area had a ramp installed outdoors
 - New softball field to open in fall 2021 as a barrier free facility; including a lift for the press box and bleachers
 - A wheelchair accessible counter was created at the front cash desk and ecommerce desk of campus bookstore, and a wheelchair accessible change room was installed

- **Objective #2: Continue to develop legislated training resources for all staff to ensure compliance with AODA.**
 - All existing legislated training modules have been audited so content aligns with current legislation, all necessary edits made to create new modules
 - New eplatform developed and launched in 2021 for all training resources to be held in one place and made accessible for employees
 - "Articulate" license purchased to assist with module creation
 - All employees will be required to retake legislated training modules with

the launch of the new platform to move to new and improved tracking procedure and to provide a refresher training for all employees on current AODA standards.

- **Objective #3: Review/update/communicate the Software Procurement checklist.**
 - Software Procurement checklist simplified, reviewed, and posted to employee intranet
 - A video created to accompany the checklist and provide examples
 - FAQ document removed as no longer relevant, will revise in the future if necessary based on feedback from updated checklist
 - Software procurement checklist distributed to academic leadership to ensure the correct checklist is provided to faculty exploring purchasing new software

- **Objective #4: Create a communications plan to effectively communicate AODA projects and procedures to students and employees.**
 - Communications plan was devised and implemented for 2020-2021 year
 - Announcement shared to highlight National Accessibility Week; including initiatives for a barrier free campus received good feedback on social media accounts
 - Communications group highlighted the following initiatives related to the accessibility standards and the work done by this committee: Multi-Year, Website Compliance, Procurement, Built Space and Training Resources, and planning for 2021-2022.

- **Objective #5: Update public web content to meet Web Content Accessibility Guidelines 2.0**
 - All public web content updated and successfully meeting the WCAG2.0 standards
 - Site Improve auditing tool scoring at 99.3% based on accessibility standards as of June 2021
 - Ongoing process each time a new microsite is launched the score may fluctuate but C&M continues to audit, with the assistance of Accessibility Committee Members, and will update as necessary.

- **Objective #6: Continue initiatives to sustain compliance with AODA requirements.**
 - During the 2020-2021 year, school offices and many service departments began offering more customer service options including LiveChat, virtual,remote and telephone appointments, flexible delivery.
 - New how-to videos, training and webinars were created and posted online for employees to incorporate closed captioning to their virtual service sessions and webinars and this allowed sessions to be delivered asynchronously to be accessed when required.

Next Steps / Objectives for 2021-2022

In addition to what is described in the College's Multi-Year Plan (2021-2025), the following key initiatives have been identified as objectives for the accessibility coordinating committee to lead in the upcoming year.

1. Continue with accessibility improvements to physical spaces on the College's campuses based on the recommendations from the external auditor's report which was conducted in 2020. The phased approach to improvements have been planned to take place over the next four years.
2. Implement new portal for legislated training resources and communicate requirements to employees to complete the updated legislated training modules with updated content to align with current AODA standards.
3. Continue with communications plan to effectively communicate AODA projects and procedures to students and employees.
4. Continue the process of updating all college forms to be consistently formatted and accessible.
5. Review the AODA Postsecondary Education Standards Committee's (PSE-SDC) Initial Recommendations Report and support the implementation of the recommended measures.
6. Continue initiatives to sustain compliance with AODA requirements.

For More Information

We encourage you to visit our Accessibility webpage for helpful resources and updated information. <https://durhamcollege.ca/about/accessibility>.

Durham College will communicate with people with disabilities in ways that consider their disabilities. Therefore, as per the AODA, college documents are available in an alternate format upon request. Durham College policies are available in electronic format on our website <http://www.durhamcollege.ca/about-us/corporate-links/governance/policies/>.

For more information on this accessibility plan or a to request a free accessible format of this document, please contact: Tara Koski, Dean of Students at tara.koski@durhamcollege.ca or dccares@durhamcollege.ca