



TYNDALE

• UNIVERSITY COLLEGE & SEMINARY •

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT
(AODA)**

**ACCESSIBILITY PLAN
2012-2017**

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I. INTRODUCTION

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025.

To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out specific accessibility standards in five areas:

1. Customer Service
2. Information and Communications
3. Employment
4. Transportation
5. Built environment

The accessibility standard for customer service became applicable to Tyndale on January 1, 2012.

The Information and Communications, Employment and Transportation standards have been enacted as Ontario Regulation 191/11 - the Integrated Accessibility Standards.

The Information and Communications standard and the Employment standard become applicable to Tyndale on January 1, 2014 and January 1, 2015, respectively.

The Transportation standard (applicable to organizations whose business it is to provide transportation services and to institutions that provide transportation services to its customers) does not apply to Tyndale.

The standard for the built environment, which applies to facilities and outdoor spaces, is still in development.

II. STATEMENT OF COMMITMENT

Tyndale University College & Seminary (“Tyndale”) is working towards being compliant with all the standards under the Accessibility for Ontarians with Disabilities Act (AODA) as they are introduced and become law.

In line with Tyndale’s ideals and in keeping with the law, Tyndale commits to the following:

- i. The principles of independence, dignity, integration, and equality of opportunity described in the Accessibility for Ontarians with Disabilities Act (AODA) and to meeting the needs of persons with disabilities, in a timely manner.
- ii. Establishing, maintaining and implementing policies as well as associated practices and procedures in the Integrated Regulation, specifically in the areas of information and communications and employment.
- iii. Excellence in serving all of our clients, including persons with disabilities. When providing information to, or communicating with a person with a disability, we will provide the information and communication in a manner that takes into account the person’s disability.
- iv. Ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to students, employees, volunteers and members of the general public.
- v. Promoting values that support relationships between persons with disabilities and the organization.
- vi. Establishment, implementation, maintenance, and documentation of a multi-year accessibility plan, which outlines Tyndale’s strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation.
- vii. Having regard for accessibility for persons with disabilities when designing, procuring or acquiring self-serve kiosks.
- viii. Training all employees, volunteers, persons who deal with customers and the public on Tyndale’s behalf, and persons participating in the development and approval of Tyndale’s policies, practices and procedures on the requirements under the Integrated Regulation and the Human Rights Code as it pertains to persons with disabilities.
- ix. Implementing specific requirements, policies, practices and procedures, and a multi-year plan under the Standards for Information and Communication and Employment.

III. MEASURES IMPLEMENTED IN 2012-2013

1. Customer Service Standards Policy and Procedure

The Customer Service Standards policy was implemented in November 2012. The policy was communicated to all employees, consultants/independent contractors and volunteers.

The policy (including an electronic feedback form) was made available to the public on Tyndale's website <http://www.tyndale.ca/accessibility-standards/customer-service-standard>

2. Customer Service Standards Training

An online training program was designed and implemented in November 2012. The training is available to all Tyndale employees, consultants/independent contractors and volunteers. Records of those who undergo the training are maintained online. In addition, all those who undergo training are given a certificate of completion.

3. Legislative Compliance Reporting

In December 2012, compliance to the customer service standard was reported to the Government of Ontario on the Accessibility Compliance Reporting tool at Service Ontario's ONE-Source for Business website.

IV. INTEGRATED ACCESSIBILITY STANDARDS REGULATION

Requirements/ steps	Planned action	Responsibility	Current Status	IASR compliance date	Target date Notes/review
General Requirements of the Regulation					
Accessibility policies, practices and procedures	Publish Tyndale's commitment to AODA and related policies and procedures.	Accessibility Committee*	In progress	Jan 1, 2014	Dec 15, 2013
	Customer Service Standards	Accessibility Committee	Completed	Jan 1, 2012	
	Information and Communication Standard	Accessibility Committee	In progress	Jan 1, 2014	Dec 15, 2013
	Employment Standard	Accessibility Committee	In progress	Jan 1, 2015	Nov 1, 2014
	Transportation Standard				Not applicable to Tyndale
	Building Standard				Not yet law
Multi-year accessibility plan	<p>Develop a multi-year plan outlining a strategy to prevent and remove barriers and address the current and future requirements of the AODA.</p> <p>Tyndale will:</p> <ul style="list-style-type: none"> Assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities. Create a plan and post it in a visible place on the premises and on the Tyndale website. Provide all information relating to the plan in alternative formats upon request. Review and update the plan at least once every five years. 	Accessibility Committee	In progress	Jan 1, 2014	Dec 15, 2013

Requirements/ steps	Planned action	Responsibility	Current Status	IASR compliance date	Target date Notes/review
Self-service kiosks	Self-service kiosks available to students, customers and employees will have regard for accessibility features, where possible, when designing, procuring or acquiring self-service kiosks. In the absence of an accessible self-service kiosk, other arrangements will be made to assist persons with disabilities.	Manager, Campus Operations Director, IT Director, Library Services	Ongoing	Jan 1, 2014	
Training	<ul style="list-style-type: none"> • Provide training to all employees, volunteers, persons who deal with customers and the public on its behalf, and persons participating in the development and approval of its policies, practices and procedures on the requirements of the Regulation and on the Human Rights Code as it pertains to persons with disabilities. • Maintain a record of the dates when training is provided and the number of individuals to whom it was provided. • Training will re-occur when there are changes to the accessibility policies. 	Director, Human Resources	In progress	Jan 1, 2015	Dec 1, 2014
Requirements under the information and communications standard					
Emergency procedures, plans, or public safety information	<ul style="list-style-type: none"> • Assess the existing emergency response plan and procedures and any public safety information for barriers to persons with disabilities during an emergency. • Update emergency procedures to ensure that they can be followed by persons with disabilities to ensure they meet the needs of persons with disabilities. • Upon request, provide the information in an accessible format or with communication 	Manager, Campus Operations	Completed	Jan 1, 2012	

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	supports as soon as practicable. <ul style="list-style-type: none"> Consult with the person with the disability in the case of a request for an alternative accessible format and communication supports. 				
Policy on Information and Communication Standard	Develop a policy committing to making information and communication systems and platforms accessible to persons with disabilities and outline the process for achieving this.	Accessibility Committee	In progress	Jan 1, 2014	Jan 1, 2014
Accessible websites and web content	New internet websites and web content on those sites to conform with WCAG 2.0 Level A.	Director, Marketing and Communications	In progress	Jan 1, 2014	Jan 1, 2014
	All internet websites and web content on those sites to conform with WCAG 2.0 level AA.	Director, Marketing and Communications	In progress	Jan 1, 2021	TBD
Accessible or conversion- ready print formats	Provide accessible or conversion-ready formats of print resources and materials, when requested.	Director, Library Services	In progress	Jan 1, 2015	Dec 1, 2014
	Provide accessible or conversion-ready formats of digital or multi-media resources and materials, when requested.	Director, Library Services	In progress	Jan 1, 2020	Dec 1, 2019
Requirements under the employment standard					
Workplace emergency response information	<ul style="list-style-type: none"> Provide individualized workplace emergency response information to employees who have disclosed a disability. With the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. <p>The individualized workplace emergency response information will be reviewed:</p> <ul style="list-style-type: none"> When the employee moves to a different 	Manager, Campus Operations Supervisors and Department Heads	In progress	Jan 1, 2015	Dec 1, 2014

Requirements/ steps	Planned action	Responsibility	Current Status	IASR compliance date	Target date Notes/review
	location in the organization. <ul style="list-style-type: none"> • When the employee’s overall accommodations needs or plans are reviewed. • When the employer reviews its general emergency response policies. 				
Policy on Employment Standard	Develop a policy to: <ul style="list-style-type: none"> • Identify, remove and prevent barriers in employment. • Promote employment opportunities for the designated groups, including persons with disabilities. • Create processes for developing individual accommodation plans for employees with disabilities as well as return- to-work. 	Accessibility Committee	In progress	Jan 1, 2015	Dec 1, 2014
Requirements under the transportation standard					
	This standard does not apply to Tyndale.				
Requirements under the built environment standard					
	This standard is not yet law. Tyndale is committed to greater accessibility in, out of, and around the buildings we use. When the standard comes into force or (when practicable) before that happens, Tyndale will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.				

* Accessibility Committee: Committee set up to create policies and procedures to ensure compliance with the Integrated Accessibility Standards Regulation.

Members of the Accessibility Committee:

- Manager, Campus Operations
- VP, Student Services/designate
- Director, Information Technology
- Director, Library Services
- Director, Human Resources