



OCAD UNIVERSITY

Multi-Year Accessibility Plan

2026–2030

Prepared in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Ontario Regulation 191/11

**This document is available in an accessible format upon request to the
Human Rights & Equity Office [<hreo@ocadu.ca>](mailto:hreo@ocadu.ca)**

1. Purpose

OCAD University (OCAD U) is committed to continually identifying, preventing and removing barriers so that students, employees, visitors and community members with disabilities can participate fully in academic, employment and campus life. This plan describes the University's accessibility priorities for 2026–2030 and organizes them under the standards in Ontario Regulation 191/11, the Integrated Accessibility Standards, under the Accessibility for Ontarians with Disabilities Act.

2. Scope and approach

The plan below consolidates initiatives prepared by major units of the University. Each initiative includes a target timeline and accountable department. Annual status reports will confirm progress, explain material changes and identify newly emerging barriers.

3. Governance and reporting

The Human Rights and Equity Office (HREO) will coordinate the plan, support units in interpreting AODA/IASR requirements and prepare the annual status report. Responsible units will maintain evidence of implementation, including policies, procedures, training records, accessibility reviews and remediation activity.

Oversight and ongoing consultation will take place through the institutional Accessibility Steering Committee, comprising students, faculty and staff, including people with disabilities, and chaired by a member of the senior leadership team, with support from HREO. The committee will identify, prevent and remove barriers in OCAD U policies, programs, services, initiatives and facilities; monitor implementation of this plan; and advise on priorities for annual reporting. The committee will support the University in meeting its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 and, where possible, advancing inclusive practices beyond minimum compliance.

4. Accessibility Plan 2026-2030

A. General requirements: policy, planning, procurement and training

Initiative / commitment	Timeline	Responsible unit
Maintain accessibility policies and this multi-year plan; publish annual status reports and provide documents in accessible formats on request.	2026–2030; annual reporting	HREO
Embed accessibility requirements into procurement planning, solicitation, evaluation and contracting goods, services and facilities.	2026–27, ongoing	Procurement

B. Customer Service Standard

Initiative / commitment	Timeline	Responsible unit
Include clear accommodation-request information in event registration forms, invitations and promotional materials.	Ongoing	Office of Student Affairs; event owners
Provide accessibility supports for major events, including ASL interpretation for formal remarks where required and designated low-sensory or quiet spaces.	Ongoing	Office of Student Affairs; event owners

Initiative / commitment	Timeline	Responsible unit
Maintain an accessible feedback process and respond to disability-related feedback in a timely manner.	Ongoing	HREO; Student Accessibility Services
Continue neurodiversity training for Student Services staff.	2026–2030	Student Wellbeing
Create a Campus Life-owned, customized AODA Customer Service course for student leaders.	2026–27; ongoing delivery	Campus Life
Integrate accessibility training with Student Union leaders.	2026–27; ongoing	Campus Life; OCAD Student Union
Enhance accessibility in career-development programming, enterprise initiatives, employer engagement and experiential learning.	2026–2030	Centre for Emerging Artists & Designers

C. Information and Communications Standard

Initiative / commitment	Timeline	Responsible unit
Maintain accessible public websites and web content in accordance with applicable IASR requirements, and monitor high-priority student- and employee-facing content.	Ongoing	Marketing & Communications; IT Services; content owners
Develop a digital-accessibility assessment and prioritized remediation roadmap for websites, applications, SharePoint sites and digital services.	2027–2030	IT Services; Marketing & Communications
Maintain accessible templates and standards for email, social media, digital signage, PDFs, guides, handbooks, videos and event materials.	Ongoing	Marketing & Communications; Student Affairs; content owners
Continue captioning institutional video content and improve access to audio description or equivalent descriptive information where needed.	2026–2030	Marketing & Communications; media owners
Review institutionally supported assistive technologies and develop a modernization plan.	2026 -2028	IT Services; Student Accessibility Services
Explore tools that support captioning, transcription, translation, document remediation and alternative-content creation, with privacy, accuracy and accessibility review.	2026 - 2030	IT Services; HREO; content owners
Integrate accessibility documentation and review into technology procurement and governance.	2026–27; ongoing	IT Services; Procurement
Maintain accessible learning media and promote accessible-content and Universal Design for Learning practices.	2026–2030	Centre for Learning & Teaching; IT Services
Improve access to library materials through a refreshed accessible-formats request process, inventories, sourcing and updated guidance.	2026–27	Library Services
Evaluate transcription and remediation tools for library collections and accessible-format repositories.	2027–28	Library Services
Create new Student Advising instructional videos using universal design principles to improve communications with students with disabilities.	2026-27	Office of the Registrar

D. Employment Standard

Initiative / commitment	Timeline	Responsible unit
Refresh recruitment, assessment, selection and onboarding practices for continuous improvement to ensure candidates are notified that accommodations are available.	2026–27; ongoing review	People & Culture
Review employee accommodation, accessible-format and communication-support processes, including documented individual accommodation plans.	2026–28	People & Culture; HREO
Review individualized workplace emergency response information and related recordkeeping.	2026–27; ongoing	People & Culture; Campus Safety & Security
Review return-to-work, performance-management, career-development and redeployment practices for accessibility.	2027–29	People & Culture; HREO
Provide refreshed accessibility guidance and training for managers and employees.	2026–28; ongoing	People & Culture; HREO

E. Transportation Standard

Initiative / commitment	Timeline	Responsible unit
When arranging contracted or event transportation, include accessibility requirements and communicate available accessible options.	Ongoing	Procurement; event and travel owners

F. Design of Public Spaces Standard and built environment

Initiative / commitment	Timeline	Responsible unit
Apply applicable accessibility requirements to newly constructed or redeveloped public spaces and incorporate accessibility review into project planning.	Ongoing	Campus Planning & Projects
Complete prioritized campus accessibility reviews and maintain a barrier-removal and preventive-maintenance work plan.	2026–2030	Campus Planning & Projects; Facilities
Improve accessible entrances, door operators, washrooms, signage and wayfinding through prioritized capital and maintenance projects.	2026–2030, subject to approved project schedules	Campus Planning & Projects; Facilities
Modernize classroom accessibility through AV refreshes, height-adjustable teaching stations, assistive listening, audio systems and presentation controls.	2026–27 to 2029–30	IT Services; Campus Planning & Projects
Explore designated respite or quiet spaces and required sensory supports and reporting on findings and next steps by end of 2027-28.	2027–28	Student Affairs; Library Services; Campus Planning & Projects
Maintain accessible emergency plans, alerts and communications and periodically test evacuation procedures.	Ongoing	Campus Safety & Security; Marketing & Communications

G. Teaching, Learning and Curriculum

Initiative / commitment	Timeline	Responsible unit
Expand the CLT Resource Hub into more formats, including videos and interactive worksheets.	2026–2030	Centre for Learning & Teaching
Highlight faculty and staff advancing accessible pedagogy through existing CLT programming.	2026–2030	Centre for Learning & Teaching
Continue programming, resources, consultation and collaboration focused on disability culture, accessibility and inclusive teaching.	2026–2030	Centre for Learning & Teaching
Ensure equitable access to AI tools for students and faculty, in consultation with Student Accessibility Services.	2026–2030	IT Services; Centre for Learning & Teaching; Student Accessibility Services

5. Measuring and reporting progress

The University will report annually on progress. Measures should be evidence-based, auditable and proportionate to the maturity of each initiative. Measures include:

- completion and currency of required accessibility training;
- number and status of prioritized barriers and remediation actions;
- completion of accessibility reviews for major digital, procurement and capital projects;
- accessibility feedback themes, response actions and systemic improvements;
- availability and turnaround of accessible formats and communication supports; and
- progress against approved unit timelines.