

OCAD University 2015/2016 Accessibility Plan

Section 1: Introduction

Through its values of equity, inclusion and excellence in art and design, OCAD University fosters a climate in which students, employees and community members' work and study in the best possible educational environment. The [Accessibility for Ontarians with Disabilities Act \(AODA\)](#), 2005 sets out the roadmap to make Ontario accessible by 2025. Under this Act, accessibility standards, in the areas of customer service, information and communications, employment, transportation and the built environment are developed and implemented to break down barriers in key areas of everyday life. The **AODA** requires all Ontario universities to prepare and publish an institutional accessibility plan to improve opportunities for persons with disabilities through the identification, removal and prevention of barriers to participation and access.

OCAD U has established an Accessibility Subcommittee, reporting to the Educational & Employment Equity Committee (EEEC), to develop an accessibility plan, monitor progress, and draft updated annual plans and priorities. The Accessibility Subcommittee [Terms of Reference](#) identifies the University's accessibility vision and mission. The vision of the Office of Diversity, Equity & Sustainability Initiatives (ODESI) is such that creating a respectful and inclusive work and learning environment is the responsibility of every student, employee and community member at the University. This is the rationale that has determined that each department is responsible for meaningfully addressing accessibility. The departmental accessibility priorities have been identified in the following 2015/16 Accessibility Plan.

Section 2: 2014/15 Accessibility Policies, Practices and Facility and Service Features

Supports and Resources for the OCAD U Community

In 2014/2015 OCAD University improved accessible service to its community in various ways.

TEACHING AND LEARNING

Upgrades in the smart classrooms in the Sharp Centre improved accessibility through the addition of VGA/sound cables, Apple TVs for wireless display across multiple Apple devices, onscreen (projector) display of volume and input selection and push button controllers with tactile, visual and audio feedback.

For course presentations that use programs such as PowerPoint, AODA templates, along with information and guidelines, are now provided to faculty. Faculty members are regularly informed of the requirement of completing and posting course outlines two weeks prior to all

classes to allow for early access for students to arrange for support services, academic accommodations, alternative formats and to begin advanced reading.

COMPUTING

Guidelines, practices and procedures for providing accessible customer service in Academic Computing include accessible room layouts; adjustable-height chairs in computer studios; accessibility shortcuts on the desktop on Mac OS X; several new accessibility workstations across campus with text-to-speech, speech-to-text and mind-mapping software; flatbed scanners with automatic document feeders (ADFs) in high-use areas or without ADFs in other locations and headsets available through Audio Visual (AV) loans or the IT Help Desk.

Work continued on accessibility in web development, based on the “Web Content Accessibility Guidelines” (WCAG) 2.0 AA, laid out by the World Wide Web Consortium (W3C). These guidelines inform the development of core applications and the consideration of external applications.

Instructure’s Canvas, the program that runs the OCAD U learning management system, was kept up-to-date, to provide new accessibility enhancements to students and faculty every three weeks. Accessibility features were added to account settings, the announcements field, the course settings tab, the discussions page, page headers, the modules feature and notification preference settings.

PHONE SYSTEM

Adaptations to the OCAD U phone system made it more accessible and improved safety. Nearly every phone on campus has an induction coil, for users with hearing aids. All wall-mounted phones are installed at 1200 mm from the floor. The auto attendant now allows users to speak the name of whomever they are trying to call. If an emergency phone is taken off the receiver, Security is alerted whether words are spoken or not.

PRINT SERVICES

Since December 2014 OCAD U’s new print and copy accounting system for students and faculty, Follow-You Print, provided improved accessibility features. Touch screens are now available at various print release stations across campus, and how-to videos for the system have captioning. Print release stations have card readers for an easy-tap sign in process, screen readers for assistance in decoding written content and headphone jacks for accessing audio.

ACCESSIBLE RESEARCH MATERIALS

In order to review user feedback, respond to all members and provide due process in alternative formats, the Library recruited a new Coordinator of Alternate Format Production Service. The Library continues the implementation of recommendations from the IT/Library accessibility audit, with regard to Scholars Portal, SP EJournal, SP Ebooks and SP Racer/ILL.

EVENTS

The “Guide to Accessible Events” was created, and Marketing and Communications (M&C) led information sessions on how to plan and implement these functions, including the hiring of American Sign Language (ASL) interpreters, considerations for space planning and the use of microphones, audio, lighting and the like, to ensure access for everyone. All events organized by M&C now follow accessibility best practices.

Information and Communications

WEBSITE

The current design of the public website (ocadu.ca) was launched on September 8, 2014. The design was led and implemented by Bruce Mau Design. The website’s primary external focus is recruitment. Five goals for enhanced accessibility were defined and completed in 2014/2015:

- Simplification of navigation and wayfinding, with clear paths.
- Alignment with the OCAD U visual identity for maximum readability and visual contrast.
- Strong visibility of accessibility-related service alerts and priority announcements.
- Level AA **AODA** web accessibility compliance.
- Mobile responsive development strategy for cross-platform accessibility and maximum inclusive interaction design, with a view to exceed legislated requirements.

The community now receives a minimum of 48 hours advance notice of planned disruptions to network-enabled services on the Disruption in Service Notification page, which is linked to the University’s home page as well the landing page of the IT website.

User interactions and the development of new content, along with evolving accessibility indexes in the web environment, required improved content-management standards across the main website and the time-based secondary website (events/news/features).

- The central Web Content Management Systems (CMS) were configured to limit contributors from adding non-accessible content to the pages.

- Accessibility best practices for web management was a training topic at a presentation and training session for all content contributors.
- The platform for the secondary website was built with an awareness of accessible content. Administrators are restricted from publishing non-accessible material to the website.
- Active Network, the makers of the CMS, is continually improving accessibility features and functionality, releasing updates on average three to four times a year. M&C implements these accessibility updates on a regular basis.

OTHER COMMUNICATION FORMATS

As a best practice, all graphic designs produced by Marketing & Communications (M&C) are screened and evaluated to ensure accessibility. M&C ensured information in corporate documents such as newsletters, *Sketch* magazine, the website and other media used plain language, clear design and presentations that facilitated accessibility. Videos produced at OCAD University are captioned for **AODA** compliance. Students, staff and faculty are advised on the proper process for meeting **AODA** captioning requirements, and videos sent to M&C from the internal community are screened for appropriate captioning. IT Services now captions its own videos.

Employment

ACCOMMODATION POLICY

Human Resources (HR) has implemented several practices in response to the Employment Standard requirements, including expanding the information on accommodation, both the process and all the necessary forms, on the its section of the OCAD U website and incorporating accommodation information in recruitment, employment offers, performance management, etc. communications and procedures. HR will continue to research and review best practices and emerging issues in accessibility in employment.

Accessibility Training

Staff and students participated in a variety of training opportunities this year on accessibility.

- At the presentation and training session for all website content contributors on October 24, 2014, accessibility best practices for web management was one of the training topics.
- A link to the AODA Customer Service Training is included under the HR page of the OCAD U website. New employees are sent a reference to complete the training along with the link in their offer letters.
- The Library created the “Accessible Teaching and Learning Guide” to help educators develop accessible teaching and learning modules.

- Human Resources and Office of Diversity, Equity and Sustainability offered training on Disability and the Duty to Accommodate in Employment.
- The Office of Diversity, Equity and Sustainability offered training on Advancing Change Through Equitable Hiring Practices, Key Developments in Human Rights Law & Policy, Creating Accessible Digital Documents.
- IT Services management, staff, academic technicians and class assistants participated in on-campus training delivered by ODESI or completed equivalent training online. An online training process with video content was developed specifically for Student Monitors on the available assistive software, where it is and who it benefits. It must be completed annually.
- M&C participated in the RGD Web Design Accessibility Conference on October 8, 2014. M&C advised departments across the University on how to incorporate accessibility into their products at the monthly meetings of the Communications Council.
- OCAD U has provided accessible document training to 170 employees.
- M&C created a training module for “power users,” who will post and monitor information on their department web pages to ensure it meets AODA standards. Deans identified power users from the Library, Faculty of Design, Research, the Office of Graduate Studies, IT, M&C, and other areas of the University. By January 15, 2015, 12 employees were trained.

Built Environment

A designated drop-off and pick up zone location was approved for 100 McCaul Street, 51 McCaul Street and 205 Richmond Street West. Two barrier-free door operators were installed at 205 Richmond Street, 7th floor washroom. A template was created to solicit community support and references for upcoming Enabling Change Grant applications. The 205 Richmond Street West elevator’s panel buttons were rearranged to meet building code accessibility standards.

Procurement

Project Chroma, OCAD U’s multi-year project to replace the aging student information system and the Finance and HR/Payroll systems with a modern, integrated enterprise resource planning (ERP) solution, worked with the Inclusive Design Research Centre (IDRC) to review the accessibility of ERP solutions through the procurement process. The tendering site used and the software for evaluating bids are now **AODA** compliant.

As of June 1, 2014, accessibility language was embedded in the ERP self-service requisition module in Ellucian’s Colleague, to alert users of their responsibility to consider accessibility as part of their purchase(s). All RFx documents (requests for information, proposals, quotes, or bids) carry a standard accessibility clause alerting the vendor community of OCAD U’s commitment to accessibility. User clients are guided to research and consider accessibility as it

pertains to the good or service being procured and to create evaluation criteria that carry a weighted score on the accessibility component.

In the Library, the new Head of Collection Development & Access, began a review to develop policies and procedures for accessible procurement. The Accessible Information Toolkit for Libraries, which outlines accessible procurement practices, was completed.

Section 3: 2015/16 Accessibility Priorities

Supports and Resources for the OCAD University Community

In addition to the service improvements that follow, a review of the OCAD U Customer Service Policy will be completed.

TEACHING AND LEARNING

Please note that the following proposals to advance equity and accessibility must still be reviewed and passed by the Curriculum Committees of the OCAD U faculty offices in fall 2015.

1. Course Materials
 - Course Outlines
 - Create school wide online course outline that is fully accessible and reviewed for AODA compliance
 - Faculty are informed of AODA requirement components within the course outlines.
 - Assignment Templates (goal, complete July 1, 2015)
 - Create school wide online assignment templates that are fully accessible and reviewed for AODA compliance and that can be adapted by faculty according to their requirements.
 - Faculty are informed of AODA requirement components within an assignment.
 - Visual Presentations (PowerPoint and other platforms)
 - AODA templates are created that are fully accessible for faculty and students to adapt for their use according to their own requirements.
 - Faculty are informed of AODA requirement components within a visual presentation.
2. Posting or Completion of Course Outlines 3 weeks prior to all classes
 - Faculty members are regularly informed of requirement
 - School-wide review of completion

3. Improve use of Inclusive Teaching & Learning through use of Canvas page 'Shifting Perspectives':
 - Advance faculty awareness and use of the site
 - School wide campaign to improve faculty understanding and support through email, Canvas, posting in faculty offices, letter from VPA, May and August meetings.
4. Student Accommodations:
 - Provide faculty with education and awareness on student accommodation processes and objectives.
5. Faculty Accommodations
 - Provide faculty with information on the [Accommodation for Persons with Disabilities policy](#)
6. E-Reserves
 - E-reserves tab is added to all Canvas pages, faculty are informed of its use and trained
7. Create Faculty office guidelines for posting information on OCAD U website
8. Ensure OCADU E-Learning courses are developed and designed to conform with [WCAG 2.0, Level AA Standards.](#)

COMPUTING

A review of all enterprise and departmental applications and software will be undertaken. All software and licensing agreements will be audited for redundancy, duplication, cost and accessibility. The hope is to reduce costs and consolidate functionality with Project Chroma wherever feasible and to assess integration with Colleague. IT will continue to negotiate all licensing and other vendor agreements in the context of maximizing and selecting solutions that improve accessibility at OCAD U. An exploration of Adobe's objectives to address accessibility and how OCAD U can collaborate is being pursued.

PRINT SERVICES

The entire fleet of networked copiers and printers on campus will be refreshed and accessibility will be a high priority as part of the OCAD U Procurement Policy.

SECURITY SERVICES

The Personal Emergency Evacuation Plans (PEEP) for students, employees and guests with disabilities will be approved and included in OCAD U's Emergency Response Plan. The full

personal emergency process for students and employees with disabilities will include instructions on how to request an accommodation and how to receive evacuation assistance in an emergency situation. Security Services will prepare a University-wide communication plan for this process that will include a variety of approaches, such as the OCAD U website, the main entrance security desk, and the digital forum.

ACCESSIBLE RESEARCH MATERIALS

The Library will continue to develop the Alternate Formats Service. A report, including operational numerics, will report on the first full year of the service. A revised business plan and budget will be prepared, based on documented needs and projected needs for the service. As a result of an audit of the use of assistive technologies, the Library will acquire alternative formats request management software (Papyrus).

The Inclusive Design Research Centre (IDRC) will undertake revised audits of the SirsiDynix Horizon Information Portal search and Springshare's LibGuides and a new audit of ProQuest's Summon. Library administrators will share these audits, along with the IDRC audit of ArtStor, with the vendors and secure responses related to the deficiencies found. The process and responses will be documented.

The (E-Reserves Service will be further developed to maximize the accessibility of required readings. Information literacy videos will be made accessible through Canvas.

PROJECT CHROMA

In 2015 Project Chroma and IT Services will focus on the roll out of Colleague's mobile platform. Accessibility will be factored into the delivery and mobile services it provides. The project will also ensure that all third-party consultants comply with OCAD U's requirements to complete **AODA** Accessible Customer Service training and related policy reading. Project Chroma will continue to work with IDRC on the accessibility of enterprise resource planning (ERP) solutions, as other software is procured. OCAD U graduate students in accessible design will conduct accessibility testing and design consultation for myOCADU. All training documentation will be accessible and will be made available in alternate formats, and participants at meetings and events will be invited to request accommodation as required.

WAYFINDING

IT, Facilities Planning & Management, M&C, Campus Security and Project Chroma will work to develop a plan for campus wayfinding, with accessibility and inclusive design as a core priority. It is expected to include a mobile solution as well as possible kiosks and QR code-enabled signage across campus. OCAD U will also explore opportunities with the 2015 PanAm/Parapan Games, by working directly with Cisco, the games' lead technology partner, to collaborate on

content, content delivery, wayfinding and accessibility. Technology and platforms developed through this collaboration might be transferable to the University after the games, providing resources to address campus-wide accessible wayfinding.

EVENTS

All corporate events planned centrally will meet accessibility guidelines. Departments will consult Marketing & Communications on how to follow the “Guide to Accessible Events.” The app for OCAD U’s Graduating Exhibition (GradEx) will be adapted to improve accessibility for the 2015 GradEx. Best practices will be developed for an inclusive and accessible convocation.

Information and Communications

WEBSITE

A statement will be posted on the website to declare that OCAD U is compliant with current accessibility standards and direct readers on how to get help from M&C on meeting accessibility standards. A comprehensive accessibility audit of the website will screen for potential errors, shortcomings and opportunities for improvement and facilitate a discussion for a plan for continued work on accessibility in 2015/2016. The Inclusive Design Research Centre will conduct the audit by May 2015.

Further power users from Liberal Arts and Fine Arts will be identified by the Deans. Once the training of power users on their role and accessibility responsibilities is completed by M&C, the power-users approach to content management will be implemented, to ensure corporate knowledge on how to meet web accessibility requirements.

AMERICAN SIGN LANGUAGE

A University-wide American Sign Language (ASL) and accessible media procurement plan will be researched and developed.

Procurement

PROCUREMENT POLICY

Procurement instructions for internal users and vendors will be added to OCAD U’s Purchasing Policy on Accessibility. This policy will appear on the website, along with the necessary information and forms for compliance. After a review of the Library’s procurement policies and procedures, the new Head of Collection Development & Access will secure approvals for a revised Collection Development Policy for the Library that takes into account accessibility requirements under procurement.

PROCUREMENT ACCESSIBILITY CHECKLIST

An accessibility checklist will be added to the current standard RFP (request for proposal) template, to help users consider accessibility when building the scope and specifications of the goods and services being sought. The checklist will be a tool that will guide the user to consider, at a very early stage, all aspects of building a collaborative-bid document that includes accessibility, including relevant input from key internal partners.

Employment

To further OCAD U's commitment to accessibility in employment HR will conduct an annual audit of customer service training for new hires. A revised Model Handbook will include information on the accommodation process. HR will work with Faculty offices to include accommodation information in all contracts for new hires. HR will conduct Disability and the Duty to Accommodate training. HR will obtain feedback on the Individual Accommodation Plan/Return to Work form and finalize it. Going forward, the form will be used to complete all plans. As part of the fiscal year end audit of accommodation, review accommodations in place for any further action or recommendations. Schedule a review of the Accommodation Policy by 2016/2017, including a reference to the accommodation forms.

Accessibility Training

The current training session on Disability and the Duty to Accommodate in employment will continue and be expanded to one session in both the Fall 2015 and Winter 2016 term. New employees will be offered training on the process and policy of procurement practices, including accessibility concerns, on an "as need" basis. Refresher training, in collaboration with the Colleague Finance team, is planned for fall 2015. In-house training will be offered to staff on accessibility topics, such as how to caption video content and how to organize accessible events. Opportunities for guest speakers and for participants on a range of accessibility topics will be investigated.

- Academic faculty will be informed of and trained to use the templates for the new accessible online course outlines and assignments.
- The faculty's understanding of academic accommodations for students who require them will be improved.
- IT Services leadership will continue to network with other universities and colleges as well as vendors to share information and promote **AODA** compliance.
- Website power users will be coached through their orientation and early stage of their role.
- Library staff will receive training on assistive devices and how OCAD U community members may use these assistive devices to access library resources.

- Training will be provided on the **AODA** Integrated Accessibility Standards Regulation, emerging issues in human rights, in particular mental health accommodations.

Built Environment

IT Services and the Inclusive Design Research Centre will work in support of specialized technology-enabled video and web conferencing facilities and platforms purpose built to support research in accessibility and inclusivity. Despite limited capital funds it is hoped more smart classrooms will be upgraded across campus. These enhancements will be compatible with many assistive learning devices. Facilities, Planning & Development will incorporate accessibility data, including an accessibility request feature to the Room Booking portal. The Facility Accessibility Design Standards (FADS) will be finalized.

Section 4: Conclusion

OCAD U strives at all times to provide services in a way that respects the dignity and independence of persons with disabilities. OCAD University is committed to providing a working and learning environment that is accessible, inclusive and free from discrimination and harassment to all persons who work, study or visit the university.

Feedback Process

OCAD University encourages feedback about its accessibility, including customer service, website, facilities, employment practices, communications, procurement and student and staff accommodations, etc. The university will make best efforts to provide a response in the same format in which the feedback was received. Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before an action is taken. The university will respond within 21 working days. To comment on OCAD U's yearly plans and to give feedback of what aspects of accessibility are working and what needs to be further addressed, please provide feedback directly to the department concerned and/or to:

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