



St. Lawrence
College

St. Lawrence College
Accessibility Annual Report

April 1, 2017 – March 31, 2018

Submitted by:

AODA Oversight Committee

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Statement of Commitment to Accessibility

St. Lawrence College is committed to providing a barrier free learning and working environment. It strives to accommodate individuals with disabilities so that they may share the same level of access to opportunities, participate in the full range of activities that the college offers, and achieve their full potential as equal members of the college community. This will be done by preventing and removing barriers to accessibility and meeting accessibility requirements as outlined under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Summary

This document reflects the Annual Status Report for the College for the period from April 1, 2017 to March 31, 2018. The report describes the measures that St. Lawrence College has taken in 2017/2018 and measures St. Lawrence College intends to take in 2018/2019 to identify, and addresses barriers for people with disabilities who access and/or utilize our facilities and services. For a more in-depth look at St. Lawrence College's Multi-Year Accessibility Plan, please access the following website: [Multi-Year Accessibility Plan](#).

St. Lawrence College acknowledges its legal and ethical obligations as outlined in the AODA, 2005, and continues to strive towards a fully accessible environment by 2025.

AODA Oversight Committee

Our AODA Oversight Committee consists of the Sr. Vice President of Student Services and Human Resources as the Chair with representation from all departments of the College.

Counselling and Accessibility Office

Counselling and AccessAbility Services (CAAS) at St. Lawrence College continually work to ensure students with functional impairments related to disability have equitable access to educational opportunities through the provision of appropriate academic accommodations and advocacy. In addition to the day-to-day services offered to students, CAAS has undertaken a number of initiatives to work to reduce barriers for students with disabilities. Some examples of these include:

- The continued availability of a Faculty Reference Guide to provide faculty and staff with general guidelines about the legal and ethical responsibilities of the College to accommodate students with disabilities and practical information on how to implement accommodations to students with dignity and respect. Plans for 2018-2019 include the development of a similar resource guide for students, to provide practical information regarding their rights and responsibilities in the accommodation process as well as more detailed information regarding supports and resources available to students with disabilities.
- Implemented online form for students to request a renewal of their accommodation letter. This helped to reduce barriers, no longer requiring students to physically come to the office and fill out a paper form, and increased ease of access for this service,

ensuring students received an updated accommodation letter in a timely manner. Plans for 2018-2019 are to digitize the intake paperwork.

- Successfully launched an online order form for alternative format textbooks to ensure ease and equity of access to this service across all three campuses in a timely manner. Resulted in quicker response times for providing students with access to their alternative format textbooks.
- Continued to offer workshops/presentations for faculty and staff throughout the year to increase knowledge and awareness of CAAS Services and the duty to accommodate students with functional impairments related to disability as well as how to respond to students in distress and direct them to appropriate resources and supports. Plans for 2018-2019 to create more opportunities for collaborative discussions between CAAS staff and academic faculty related to accommodating students through regular discussion forums and the implementation of Program Liaison relationships.
- On the Kingston campus, piloted the availability of a daily series of 6 brief (30 min), same-day appointments for students requiring counselling and/or accessibility services. The purpose was to provide quick access to services for students in order to address their most pressing need. This enabled the provision of more responsive service and assisted with reducing wait-times for initial intake and follow up appointments. On Brockville and Cornwall campuses, the number of same day appointments were increased with similar outcomes. The plan for 2018-2019 is to continue to offer this service.
- SAFETalk was delivered to all residence staff and varsity athletes across all three campuses. Bringing in the Bystander was also delivered to all residence staff and all student governments. Positive Space continued to be offered to students, staff, and faculty. The St. Lawrence College developed gate-keeper training program, continued to be offered across all three campuses as well. All of these programs aim to reduce stigma related to mental health, promote mental health and well-being, and/or increase the community capacity to respond to students in distress and direct them to appropriate supports. Plan to continue to offer these programs in 2018-2019 across all three campuses.

Centre for Contemporary Teaching and Learning (CCTL)

The CCTL has expanded its mandate this year by adding new resources to their existing service model. Most notably, the CCTL has created a new service of “Inclusivity” that will focus on inclusivity training for all faculty/staff. This focus has also enabled us to re-envision existing services and practices to create a more holistic approach to our accessibility training initiatives. These updates include:

- **“eLearning Specialists (Brockville & Cornwall / Kingston)”** – these two positions will now provide technical accessibility training as part of their eLearning portfolio. These positions are designed to support all three campuses with one incumbent covering Brockville/Cornwall and the other for Kingston. The increased usage of eLearning tools outside the classroom has also required us to expand our services to both faculty and staff. As a result, the eLearning Specialists will be responsible for training faculty/staff on the college approved technologies such as the learning management system (i.e., Blackboard), Video Management Solution (i.e., Panopto), Office365 Applications, and Lynda.com.
- **“Inclusivity & Intercultural Specialist (tri-campus)”** – the CCTL has created a new position that will focus primarily on promoting inclusive learning environments inside and outside the classroom. The work performed by the incumbent will include initiatives relating to internationalization, indigenization, LGBT2+, and accessibility. The incumbent will promote inclusive mindsets using principles of Universal design for Learning in various training initiatives. The position was approved by the College Executive Team and will be posted in June 2018 as a two-year term.
- **Learning Connections Conference** – we welcomed 454 employees to this year’s annual conference. The theme for LCC2018 focused on “inclusivity” and “creativity” which enabled the college to offer various workshops on accessibility. The CCTL team held a session on using “Creating Accessible Web Content & Forms using Office365 applications” and also created a website and digital resources that were all AODA Compliant and specific to the need of the Learning Connections Conference.
- **Panopto** – the CCTL ran multiple sessions throughout the year on the new video management solution. During these conversations, the CCTL has made a considerable effort to emphasize the technical advantages of using Panopto for its closed-captioning service. This has encouraged many users to switch from using third party solutions such as YouTube.
- **CCTL website** – the CCTL is currently working on updating their website and its associated materials. The new website will include the six services (e.g., curriculum, eLearning, multimedia, hybrid/online, faculty PD, and inclusivity) along with specific resources. The new website will be designed with accessibility in mind so that users can properly navigate the website and its resources.
- **New Full-time Faculty Development Program** – we have received great feedback from faculty about the program but we are in the process of redesigning it so that it includes more reference to inclusivity and accessibility. Our intent will be to introduce

AODA standards as part of the larger discussion on inclusivity and offer additional supports using our new services.

Achievements Completed (April 1, 2017 – March 31, 2018)

Category: Physical

Activity	Date Completed
A door operator was installed inside the Counselling and Accessibility Services office at the Kingston campus to make it fully accessible.	June, 2017
An automatic door operator was installed at the entrance of E18 located at the Kingston campus to make it fully accessible.	July, 2017
An accessible service counter was installed in the new Welcome Centre at the Kingston Campus.	December, 2017
Accessible counters/circulation desks were installed in the Brockville and Cornwall libraries, along with electric adjustable desks (3 in Brockville, 6 in Cornwall) as part of the renovation project.	January, 2018
Three electric adjustable sit/stand tables were installed in the library located at the Kingston campus and one of them was placed in the back training room.	February, 2018
The table in the VDesk room at the Kingston campus has been raised to make it accessible for individuals in a wheelchair.	April, 2018
An accessible circulation desk was installed and ready for use at the Kingston Library. The desk is accessible from both sides and plug ins were added on the student side of the counter for laptops.	April 5, 2018
The common washrooms at the residences in the Kingston Campus Phase 2 were renovated to include accessible sinks, and lower dispensers to meet the OBC heights for accessible washrooms. Corridors were painted to improve contrast requirements in relation to flooring as outlined in CNIB Guidelines and the Colleges guidelines for contrasting colours. Braille signage was added in corridors (1 st and 2 nd floor) for room and other identification.	August 2017
Classroom 11290 at the Kingston Campus was renovated to add wider aisles and an accessible/electric adjustable desk.	July 2017

The Elevator at the Brockville Campus yellow wing was upgraded with controls replaced (and lowered) to meet accessible standards.	August, 2017
Installed 2 hydration stations all at accessible heights in the Aultsville building located at the Cornwall Campus. Locations are as follows: <ul style="list-style-type: none"> • Aultsville C-3 Corridor (outside of the new Library) • Aultsville 3rd floor (adjacent classroom A345) 	October 24, 2017
Installed four accessible desks at the Cornwall Campus in the following locations: <ul style="list-style-type: none"> • A351 • M2700 • M2710 • M2440 	January 25, 2018

Category: Practice

Activity	Date Completed
The AODA Oversight Committee continues to hold bi-monthly meetings.	Ongoing
New staff continue to complete the required AODA training i.e. Customer Service training and AODA Integrated Accessibility Standards Regulation (IASR) Training and Training on the Human Rights Code (OHRC) through HRdownloads.	Ongoing
New volunteers and board members complete the Customer Service training.	Ongoing
Accessibility template continues to be updated to log all accessibility issues and requests that are brought forward to the AODA Oversight Committee.	Ongoing
New employees and staff are asked to complete an Employee Emergency Needs Survey form if they require assistance in an emergency situation and to safely evacuate the building. Reminder e-mails are sent to all staff at the beginning of each semester.	Ongoing
2017 Accessibility Compliance Report was signed off by Glenn Vollebregt, President & CEO and submitted to the Associate Directorate of Ontario.	December 21, 2017
The Human Resources and Organizational Development department has been able to maintain gainful employment for a contract employee who could not continue to attend	January, 2018

the workplace due to hyper sensitivity to scent by providing a telework solution.	
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Category: Technical

Activity	Date Completed
<p>The CCTL has created new services and updated its portfolio to distribute the responsibilities of promoting accessibility training to multiple team members.</p> <p>The eLearning Specialists roles (x2) will now dedicate 10% of their time on providing technical accessibility support for all staff on three campuses. This will include training faculty and staff to use college approved technologies to create accessible content.</p> <p>The multimedia and hybrid/online service continue to ensure all teaching and learning digital assets that are produced are AODA compliant.</p> <p>The “Inclusivity & Intercultural Specialist” (new position) will also dedicate 60% of their time on intercultural/inclusivity training initiatives. These will include a focus on creating inclusive working environments (e.g., AODA) and using Universal Design for Learning to create activities that are accessible for all learners.</p>	Ongoing
<p>Upon request, closed captioning can now be added to video content created within the college’s Enterprise Video Management solution, Panopto.</p>	Ongoing
<p>Currently HR offers a compulsory orientation module on Universal Design for Learning (UDL) for all new full time faculty. Plans for revising the module is ongoing.</p> <p>This module will be updated in the upcoming year by the new team member with a stronger focus on UDL integration within classroom learning environments.</p>	Ongoing
<p>The following ADOA supports were made by Information Technology Client Services located at the Kingston Campus:</p> <ul style="list-style-type: none"> • Mobile SMART Board in the Innovation Hub with height adjustable cart. 	July, 2017

<ul style="list-style-type: none"> • Remounted 1 SMART Board in the Davies Hall student Collaboration Room with a height adjustable mount. • Installed two Mobile carts/SMART Boards with height adjustable in the tech wing. • Installed SMART Board with adjustable with height adjustable mount in Kingston SA Board Room. 	
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Category: Communication

Activity	Date Completed
<p>Accessibility for Persons with Disabilities policy #HR708 was revised to be in compliance with the legislative changes to the Customer Service standard. It was approved by CLT and placed on the intranet. The changes were as follows:</p> <ul style="list-style-type: none"> • All employees, volunteers and board members must be trained on accessible customer service (previously it was only employees). • A greater number of regulated health professionals can provide documentation in support of an individual's need for a service animal (previously it was only a physician or nurse). 	<p>April, 2017</p>
<p>Accessible Purchasing Policy #PP-55 was shared and approved by CLT and placed on the intranet with the other Finance policies.</p> <p>This policy was developed to inform employees in the purchasing process to ensure that all contracts, bid documents and work issued to vendors, contractors, consultants and advisors are compliant with the requirements under the Act. Prior to purchasing, it is the responsibility of the end-user to review the planned purchase to determine whether or not there is any accessibility implications.</p>	<p>April, 2017</p>
<p>CLT approved having the following accessibility statement on all college documents and materials:</p>	<p>April, 2017</p>

<i>St. Lawrence College is committed to making our resources usable by all people, whatever their abilities or disabilities. This information will be made available in alternative format upon request.</i>	
New Facility staff will be required to take the Design of Public Spaces Standard training offered through HRdownloads.	Ongoing
The following staff members joined the AODA Oversight committee: <ul style="list-style-type: none"> • Student Representative • Associate Director, Engineering and Maintenance and • Director Student Services 	April, 2017
Volunteers and Board members were informed that it is a legislative requirement to complete the Customer Service training. They were asked to complete this training through HRdownloads and provided with a generic web link so they could access the training without an employee ID.	June, 2017
The Accessibility for Persons with Disabilities policy, Accessible Purchasing Policy and Accessible Education Materials and Textbooks policy was communicated to all staff in one e-mail by the Senior Vice President of Student Services and Human Resources on behalf of the AODA Oversight Committee.	August 28, 2017
Multi-Year Accessibility Plan for the time period of 2016 – 2025 was updated and approved by the AODA Oversight committee.	December, 2017
Event Planning Resource was approved by Deans' council and posted on the intranet.	February, 2018
AODA Interactive Round Table discussion was conducted by Lara Davis at the Management Essentials Workshop to provide new managers with an overview of AODA legislation and of the organization's policies and procedures.	March 28, 2018
Brown's has rolled out the following initiatives at all three Tri-Campus cafeterias in order to be more accessible:	March, 2018

<ul style="list-style-type: none"> • They have slowed down the automatic transitions on the digital menu boards. • The font size on the menus located on the digital boards has been increased. • They have designed, printed, and laminated physical copies of the menu boards which are available to customers for viewing located on the cook line counter tops. 	
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Barriers to be addressed in the future (April 1, 2018 – March 31, 2019)

Hello Future Project

The Hello Future Project is a four-stage project that aims to increase the space available for students, upgrade existing facilities, and expand the facilities available at the College.

Stage 1 of the Hello Future Project included implementing modernized health sciences simulation labs to assist the large portion of St. Lawrence students who are studying health and health-related programs. This stage of the project was completed in January 2017.

Stage 2 of the Hello Future Project included renovation of existing space including Davies Hall, the Front Foyer, Student Services, Innovation Hub and the Student Association Games Room. The renovations began in May 2017 and was completed in September 2017. The renovations that were completed included new flooring in the front entrance, electrical outlets placed throughout the floor in Davies Hall, new carpet and painting throughout. A new staircase was installed in Davies Hall up to the second floor with access to the Innovation Hub and Student Association. Four study rooms were constructed as well as a glass wall overlooking the Front Foyer.

Stage 3 of the Hello Future Project includes the construction of a new Student Life and Innovation Centre that will aim to provide the school with a number of facilities, including more study and meeting space, increased wellness opportunities for all students, staff, faculty and the surrounding community, and a centralization of student services to simplify student support. The gymnasium will have retractable bleachers and modifications will be made to the lower level so that a wheelchair may be placed in the lower row, while their companion seat is a regular seat. Accessible drop-off and parking will be available and other elements of the building will incorporate accessibility. Construction for the new Student Life and Innovation Centre began in May 2017, and has an anticipated completion date of Fall 2018.

Stage 4 of the Hello Future Project includes renovating and redeveloping the Centre for Behavioural Studies to create a permanent home. This stage began in December 2017 and has an expected completion date of Fall 2018.

The AODA Oversight Committee will continue to be actively involved in the Hello Future Project in order to ensure all accessibility considerations receive the proper attention.

Other Project planned or underway in 2018:

Activity/Project Proposed	Expected Date of Completion
Simulation Labs, Cornwall and Brockville: This renovation will include accessible doors to spaces, and adjustable desks in the new control rooms for users.	August 2018 for both projects
Flooring Upgrades Aultsville Hall Lobby, Cornwall campus. These improvements will include new flooring, but also contrasting colours in relation to the wall/floor intersection base and contrasting colours on the vertical face of the parapet at the 2 nd floor landing (and ramps to the Theatre on the 1 st floor) for those with vision impairments.	To be completed by July 1, 2018
Residence Upgrades, Brockville Campus 1 st floor. Includes improvements to access to suites by removing a sill and making an accessible door base, and replacing a solid face reception counter to provide accessible space for staff and visitors.	To be completed by July, 2018
Bus Lane/Bus stop Upgrades, Kingston Campus. Along with asphalt improvements, this upgrade will include tactile crosswalks to meet AODA and accessible ramps/curb cuts at sidewalks.	To be completed by June 15, 2018
Exterior Ramp at Brockville Campus (West end at Residences). A new ramp is being proposed at the west end of the building to improve access and visitor safety to keep people away from the existing loading doors where the entrance currently exists.	Date to be determined.
Handrails are being added to stairs and ramps in the Kingston Library where they previously didn't exist to help those with mobility issues and those with vision impairments as the required 400mm level area will be included to identify the end/start of stairs and ramps.	To be completed by June, 2018

Legislation:

The College is committed to continuing to meet the forthcoming AODA, IASR obligations.

Accessible website and Web content:

Efforts will be made to ensure the College's websites and web content continue to be accessible to all users, meeting the WCAG Level A requirements.

Accessibility and AODA Committee for Colleges:

The AODA Officer has maintained active membership on the Accessibility and AODA Committee for Colleges. This is a provincial group that includes representatives from various Ontario Colleges. It meets regularly to discuss accessibility at our colleges and works collaboratively on various compliance issues.

Accessible Documents:

The CCTL Project Specialist will continue to provide training on creating accessible documents. Upon request, the College will consult with employees who request accessible formats or communication supports, or other workplace accommodations.

Performance Management:

In administering the College's Performance Management processes, the College will continue to take into account the accessibility needs and individual accommodation plans of employees with disabilities throughout the process. In addition the accessibility needs of employees with disabilities are considered when the College is providing career development, advancement and redeployment to employees.

Recruitment and Selection Process:

The College recruitment process continues to adapt to accessibility needs through all stages of the hiring. Candidates being invited for interviews are asked if they require any accommodation for any component of their hiring assessment.

Universal Design for Learning (UDL):

CCTL is promoting UDL practice in course design and course delivery by integrating UDL modules in the New Faculty PD program. There are plans to increase awareness for faculty on an ongoing basis.

The new position, Inclusivity & Intercultural Specialist, will spearhead new initiatives around UDL to increase awareness amongst faculty and staff.

Closing Summary

In accordance with the Accessibility for Ontarians with Disabilities Act, St. Lawrence College has prepared this Annual Accessibility Report.

Approved by: The AODA Oversight Committee on June 18, 2018
St. Lawrence College