



AODA Multi-Year Accessibility Plan 2022-2027

Updated November 2023

Introduction and Statement of Commitment

Brescia University College is committed to working towards full compliance with the current standards of the *Integrated Accessibility Standards Regulation (IASR) Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities and working towards a barrier-free environment for all of our students, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. We will review our policies and practices annually with a comprehensive review at least once every five years, as organizational changes occur, or in anticipation of compliance deadlines.

AODA Multi-year Accessibility Plan

The AODA Multi-Year Accessibility Plan outlines the policies, achievements and actions that Brescia University College have taken and the work underway to improve opportunities for people with disabilities. The current plan covers a five-year period (2022-2027).

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in an alternate accessible format, please contact Brescia Human Resources by email brescia.hr@uwo.ca

Customer Service

In accordance with the requirements of AODA and the IASR, Brescia University College will work to remain in compliance with the Customer Service Standard. The University will work to identify barriers to accessibility and determine appropriate ways to accommodate customer needs in order to support customer service accessibility.

Actions and Initiatives – Completed, On-Going, Planned

- Updated Accessibility Policy and review of guidelines in accordance with the Accessibility Standards for Customer Service; **January 2023 (next review January 2024)**

- Create process for the use of assistive devices and welcome the assistance of service animals and support persons; **Incorporated in Accessibility Policy, January 2023**
- Create process of communication in the event of planned or unexpected temporary service disruptions; **Completed**
https://brescia.uwo.ca/accessibility/resources/service_disruptions.php
- Create emergency procedures to ensure customers with varying abilities are assisted in building emergencies; **Completed 2017, updated January 2023**
- Provide and track training about accessible goods and services to faculty and staff members, contractors, volunteers, and others who interact with members of the public who wish to obtain, use, or benefit from goods and services provided by Brescia; **On-going, upon hire or as required. Training tracked in HRMS.**
https://brescia.uwo.ca/hr/working_at_brescia/required_training.php
- Provide accessible customer service feedback process through multi-format feedback mechanisms that include, forms, phone, and email; **Completed, updated August 2022**
<https://brescia.uwo.ca/accessibility/resources/feedback.php>
- Web-based student request forms i.e. Request for Academic Consideration form; **Updated December 2021**
https://brescia.uwo.ca/enrolment_services/docs/request_for_academic_consideration.pdf
- Links on Brescia website for Student Accessibility Services Portal at Western that provides registered students with online portal access to independently renew accommodations, schedule accessibility service appointments and tests. **Updated December 2021**
http://academicsupport.uwo.ca/accessible_education/index.html
- Links on Brescia website for Accessibility processes including: Student Academic Accommodation processes, Residence, Transportation, Support Services and Library equal access services. **Updated December 2021**
<https://brescia.uwo.ca/accessibility/students/index.php>
<https://brescia.uwo.ca/accessibility/students/library.php>

Information and Communications Standards

Brescia University College is committed to providing information and communications in ways that are accessible for people with disabilities. The University will work to maintain compliance with the Information & Communications Standard.

Actions and Initiatives – Completed, On-Going, Planned

- Training for our employees on how to effectively interact and communicate with people who have various disabilities that take into account their individual requirements; **On-going, upon hire or as required. Training tracked in HRMS.**
- Communication supports, educational or training resources and materials in accessible formats upon request in a timely manner and at a cost no greater than the regular cost charged to other persons; **Upon Request**
- Fully accessible telephone services through training of our employees to communicate over the telephone in clear and plain language and to speak clearly and slowly; **On-going**
- Communicate with customers by email if telephone communications are unsuitable for their communication needs or unavailable; **On-going. Training tracked in HRMS.**
- Provide accessible invoices to all our customers and, upon request, provide invoices in an alternative format; **On-going**
- Web-based Accessible feedback providing multiple feedback options for persons with disabilities; **On-going**
<https://brescia.uwo.ca/accessibility/resources/feedback.php>
- Web submission and communication for service disruption, the reason, and its anticipated duration posted on the Accessibility webpage; **On-going**
https://brescia.uwo.ca/accessibility/resources/service_disruptions.php
- Web-based 'Megaform' to communicate events on the web, digital and social media channels; **On-going**
<https://brescia.uwo.ca/communications/digital/megaform.php>
- Promotion of Web Accessibility with web design and reference guides to ensure all users can have equal access to information and functionality
https://communications.uwo.ca/web_design/accessibility/index.html;
- Website redesign with software equipped with scanning tool to assess accessibility functionality to meet WCAG 2.0 Level AA compliance prior to publishing content; **Completed 2019. On-going**
- Upon request through the Student Accessibility Services, coordinate the provision of course textbooks, course packs and other required material in alternate formats; **On-going**
https://brescia.uwo.ca/accessibility/students/support_services.php
- Library wheelchair-accessible workstations equipped with Zoom Text, Kurzweil 3000, and word processing software; **On-going**
<https://brescia.uwo.ca/library/about/accessibility.php>
- Assistance with retrievals and copying of material can be requested at the Beryl Ivey Library Service Desk; **On-going**
- Films from the Beryl Ivey Library collection have caption capability and/or include audio descriptions. Material purchased prior to August 2015 may not meet accessibility standards but, upon request, the Library will endeavour to acquire an accessible copy. **On-going**

Employment Standards

Brescia University College is committed to creating inclusive and accessible employment practices that attract and retain individuals with disabilities, as addressed in the *AODA legislation with the Employment Regulations of the Integrated Standards*. Accordingly, the University notifies the public and employees that, when requested, Brescia University College will accommodate people with disabilities throughout the recruitment and onboarding process.

Recruitment

Brescia University College is committed to ensuring that our recruitment and assessment processes are fair and accessible.

Actions and Initiatives – Completed, On-Going, Planned

- To ensure that the process of applying for a position is inclusive, the University notifies candidates about the availability of accommodation on the job posting and the availability of materials in accessible formats during the invitation for the interview. **On-going**
- The University works to support increased employee awareness of the importance of incorporating accessibility into our hiring processes. Hiring Committees receive training on mitigating hiring committee bias. Hiring committees create selection criteria and interview questions in advance of the review of applications, committee members go through an independent review of applications utilizing an assessment tool, and shortlisting meetings for committees are facilitated by the Director of Human Resources. **Completed January 2022. On-going**
- The University also provides successful candidates when requested, with new-hire employment-related documents in accessible formats, accommodation policies, and individualized emergency response plan for employees with disabilities if the disability requires it. **On-going**

Accommodation and Return to Work Process

Brescia University College is committed to maintaining a process for developing and implementing individual accommodation and return-to-work plans for employees who have been absent due to a disability and require accommodation. In this regard, the University will continue to provide accessible formats or using communication supports, as required and will work in consultation with employees that require an accommodation plan to create a return to work plan that outlines the steps the employer will take to facilitate the return to work of employees who are away from work due to disability.

Actions and Initiatives – Completed, On-Going, Planned

- Updated Accommodations process. All employees meet with the Director of Human Resources and/or their direct manager to create an individual accommodation plan. **Commenced September 2021. On-going**
- Created Functional Abilities form to address physicians work from home notes in order to obtain required details relating to an employees disability. **Completed July 2022.**
- Created Standard Accommodation/Return to Work Letter to ensure consistency for employees and provide a documented plan for employees and managers. Each letter is individualized to the accommodations required. **Completed 2022. On-going**
- Created Employee Emergency Response Information form to ensure processes in place to support employees needing assistance during an emergency evacuation. **Completed 2023. On-going**
- Communication to employees through monthly HR Update newsletter regarding Accommodations processes to ensure all employees who may require an Emergency Response Information form on file is aware of this. **Completed March 2023.**

Career Development and Advancement

Brescia University College provides training on the requirements of the accessibility standards to all employees and takes into account the accessibility needs of its employees with disabilities.

Actions and Initiatives – Completed, On-Going, Planned

- Performance Reviews available in accessible format upon request. **On-going**
- Review of individual accommodation plans in consultation with the employee and new manager when there is a change in roles, and ensure the accommodation plan is suitable to the employees needs in supporting performance on the job. **On-going**

Accessible Emergency Information

Brescia University College is committed to creating a safe campus community by providing students, employees, and all visitors with publicly available emergency information. Information is provided in an accessible way, upon request.

Actions and Initiatives – Completed, On-Going, Planned

- Created Building Emergency Management System that includes emergency procedures, including fire evacuation procedures for employees with disabilities. **Completed 2017. Updated January 2023. Review completed through JHSC in September 2023.**
- Created an Employee Emergency Response Information form to ensure processes in place to support employees needing assistance during an emergency evacuation. Individualized emergency response information to employees with disabilities considers the specific needs of the employee during emergencies. Individual workplace emergency response information will be reviewed every time the employee moves to a different office or building location, during the accommodation plan review, and during the review of the Universities general emergency response policies. **Completed 2023. On-going**
- Communication to employees through monthly HR Update newsletter regarding Accommodations processes to ensure all employees who may require an Emergency Response Information form on file is aware of this. **Completed March 2023.**

Training

Brescia University College provides training of the Accessibility Standards and on the Human Rights Code as it relates to people with disabilities to employees, contractors, volunteers, and others who interact with members of the public who wish to obtain, use, or benefit from goods and services provided by Brescia.

Actions and Initiatives – Completed, On-Going, Planned

- Partnered with HRDownloads to provide required training modules in accessible customer service, Ontario accessibility standards, and OHRC training that relates to persons with disabilities. Training is provided upon hire, and as required to support accessibility and meet the needs of those with disabilities. **Completed August 2022. On-going**
- Reporting of training modules completed moved from paper recording to HRMS recording. **Completed September 2021. On-going**

Procurement

In accordance with the Integrated Accessibility Standards Regulation (IASR), Brescia University College will review and update the Purchasing Policy to include accessibility requirements and best practices to ensure responsible departments consider accessibility, during the procurement of the products to support accessibility and consult with persons with disabilities when procuring information and communications supports on their behalf.

- Purchasing Policy **Planned policy update March 2024 FAIC and IPC Committees**
- Procurement of employee desks. All new purchases of employee desks are height adjustable and configurable to meet accessibility and disability requirements. **Commenced August 2021. On-going**
- Replacement of employee desks. All employees, including those with disabilities, who request a height adjustable desk are provided with an ergonomic assessment to ensure health and safety. **Commenced August 2021. On-going**
- Procurement of height adjustable and moveable desks for various classrooms to meet needs of students who may require these throughout the University. Desks may be placed within the classroom in various locations to meet student needs; **Completed September 2022. Additional purchases may be required.**

Self-service Kiosks

Brescia University College will ensure compliance with the AODA requirements, where applicable when designing, procuring or acquiring self-service kiosks with technical accessibility features (such as colour contrast on the display screen, extra time for people to complete tasks, audio instructions, and voice-activated equipment). As well as structural features (such as height and stability of the kiosk, headset jacks with volume control, specialized keypads or keyboards (e.g. tactile keyboard) that allows users to access one or more services or products independently.

- Procurement of height adjustable self-service checkout stations for the Library. When purchased, will meet requirements **Planned 2024**

Design of Public Spaces and Built Environment

In accordance with the Integrated Accessibility Standards Regulation (IASR), Brescia University College continues to work to remove barriers for the campus community through the incorporation of accessibility design within new building construction and is committed to the upgrade of older buildings to make the campus more universally accessible where financially feasible.

Actions and Initiatives – Completed, On-Going, Planned

- Replaced MSJ Main Entrance door with new door, installed with accessible buttons and door operator; **Completed 2017**
- Installed adjustable height desks and new chairs in Ursuline Hall faculty offices; **Completed 2017**
- New Academic Pavilion built as an addition to the MSJ building. All new exterior accessible doors, all washrooms now accessible in the addition; **Completed 2019**
- Replaced MSJ Lower Level Entrance door with new door, installed with accessible buttons and door operator; **Completed 2021**
- Brescia Lane Sidewalk installed to replace uneven paving stones with new brushed concrete; **Completed 2022**
- Campus Street Light Retrofit to LED improving lighting with replacement of old lamps with new brighter LED; **Completed 2022**
- Campus Concrete/Asphalt repairs to level and repair areas of concrete;
 - **Completed Ursuline Hall Stair rebuild with heated sidewalks 2017**
 - **Completed Mother St. James Ramp and entrance repair 2018**
 - **Completed rear lot of Ursuline Hall 2022**
 - **Planned Ursuline Hall concrete and asphalt repair with new drainage within 5 years**
 - **Planned widening of walkways within 5 years**
 - **Planned installation of drainage underground to remove water on walkways within 5 years**
 - **On-going review of concrete/asphalt for future repair/improvements in order to maintain a smooth, even surface between buildings**
- Accessible hydration stations installed to replace fountains in MSJ and UH; **Completed**
- Accessible all gender washrooms available in each building with automatic door operators & push to lock levers; **Completed 2019**
- Accessible counters incorporated in the design of all reception desks; **Completed 2013**
- Library with accessible ground floor and upper floor access, with wheelchair accessible workstations and washrooms located on the main floor; **Completed 2004**

- Additional Accessible parking spaces added to lot C with construction of Clare Hall/Mercato building; **Spaced added Completed 2013**
- Fully accessible residence – with wheelchair accessible rooms available upon request; **Building completed 2013**
- Ursuline Hall Main Elevator upgrade to improve accessibility will include all new operating equipment, new updated controls and sensors; **Completed 2023**
- MSJ Main Exterior rebuild to improve accessibility will include new stairway, another accessible ramp to access main entrance, installation of heated sidewalks to improve safety and keep sidewalks clear; **Planned within next 5 years**

Transportation

Brescia, in partnership with Kings, operates a shuttle bus service for all students between campuses. Shuttle buses run during the Fall/Winter academic terms, Monday through Friday.

All Passengers, including Support Persons, are not required to pay a fare or show proof of student card to ride the shuttle bus.

Service and Support Animals are welcomed on the Shuttle Bus. [Kings/Brescia Bus Service](#) link outlines additional information regarding, schedules, route maps, and exam schedules.

When Brescia University College provides transportation services for events, or employee lead student trips, it also provides accessible vehicles or equivalent service upon request. Brescia will work closely with partnering companies that provide transportation to ensure accessibility requirements are met.

Actions and Initiatives – Completed, On-Going, Planned

- Transportation reviewed on an annual basis; **On-going**

Conclusion

In conclusion, Brescia University College is committed to creating a campus community that is inclusive of all individuals and ensures equal opportunity among its members to achieve success in their academic and employment endeavours. The University recognizes that successful learning and employment outcomes are the result of a shared responsibility and commitment on the part of students, faculty, staff and volunteers, and expects that all members of the community will advance and contribute to the ongoing development of an environment that is accessible and inclusive, while actively working to identify, remove and prevent barriers to persons with disabilities.

Accessibility Feedback

Brescia University College welcomes feedback to the process of identifying and removing barriers to participation as well as improving how we deliver our services to persons with disabilities. The Accessibility Feedback Online Form can be used to submit feedback about accessibility at Brescia.

<https://brescia.uwo.ca/accessibility/resources/feedback.php>

Feedback may also be given by contacting:

Accessibility at Brescia

Tel: 519-432-8353 x28124

Fax: 519-858-5137

E-mail: mcamer48@uwo.ca or brescia.hr@uwo.ca

You may also send feedback via regular mail:

Brescia University College

UH, Room 243

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London, ON N6G 1H2