

Accessibility Plan September 2011 to August 2012

Accessibility Plan Objectives

The Disability Compliance Committee and the Accessibility Planning Committees continue to bring stakeholders together throughout the College to ensure that the College continues to move the accessibility agenda forward. As part of this initiative there is a College commitment to educate members, develop policies and protocols and make changes to create a more accessible environment for everyone.

1) Accessibility Planning Process

The Disability Compliance Committee continues to meet. Discussions are under way about steps needed to implement the Communication Standards for the College.

2) Awareness and Outreach

Disability

- The Disability Advisement form has been revamped to be easier to read.
- The Disability website has more information about internal processes, such as test booking and e-books.

Curriculum and Educational Technology

- A syllabus template has been drafted jointly by Curriculum and the Professional Development office, to assist students in accessing the details of their courses.
- Incorporated reference to the accessibility tools available in ANGEL in training sessions offered to students

Counselling Services

- Three Conestoga College counsellors have become trainers of SafeTALK, a three hour suicide alertness training program.

3) Physical Facilities

Facilities Management

- We have implemented a few key accessibility initiatives in the new builds, more specifically Cambridge.
- Doon, Cambridge and Waterloo campuses implemented roll up curbs to allow easier wheelchair access to the sidewalks from the parking spaces, enhancements to existing road crossings and eliminated many trip hazards in our parking lots and sidewalks. In Cambridge the draft AODA document was reviewed and some initiatives from that were included such as tactile strips at road crossings and the tops of stairs, contrasted stair nosing for better identification of stair edges and greater turning radii for wheelchairs in common and service areas.
- The smaller access button for the electronic door opener leading from the hallway into 2A017 the Adaptive Technology Lab/Learning Commons was relocated from the door frame and mounted in a strategically more advantageous position directly on the wall. The new button has a much larger profile and therefore is highly visible and much more accessible to everyone.
- The F Wing and new Cambridge Campus are now open. Integrated design features will help to ensure greater accessibility within the respective academic, administrative and student service areas. Parking lots have been equipped with ample parking spaces designated for persons with disabilities.
- The sidewalk outside the entrance at Door #6 has been enlarged and now has much more room for students entering and exiting E wing.

Disability Services

- Office desks in the reception area of Disability Services at Doon were replaced with 3 modular units that were designed to improve overall access features and hopefully result in better customer service.

Bookstore

- The Bookstore continues to review its physical space and make adjustments to service counters as appropriate.

Residence

- All residence programming is 100% inclusive. Accessibility issues are also considered for off site events. All students are encouraged to voice concerns at their floor meetings or to an RA directly.
- Customer Service staff at the front desk have gone through service training with regards to AODA.
- Some rooms have been retrofitted with strobe lights for hearing impaired students, automatic doors for the suite door ,etc.
- Staff meets with students who have mobility issues to review fire safety plans.
- There is a student who advocates on behalf of accessibility issues on our Joint Health and Safety Committee, who gathers student concerns as it relates to the buildings health and safety.

Safety and Security

- Safety and Security provides ample parking spaces as well as Personal Safety information for Persons with Disabilities. Several new brochures have been published in clear language for persons with disabilities.
- The new Park Card has been launched for visitors and any students who may only have access to a car and need to park intermittently.
- Parking Passes can be purchased online by students and staff.

Food Services

- Dooners Cafeteria has been renovated to improve seating options, remove barriers that restricted self serve areas and to enhance a better flow of traffic in the service and at the cash register.

4) Human Resources and Awareness Issues for Employees:

- New full time employees complete AODA customer service standards training on-line or in-person as part of onboarding process; new part time employees are provided with a link to different learning options (e.g. self-directed learning or on-line training module) at the time of receiving their part time employment contract
- Contracted staff in cleaning, food and security services will be provided with opportunity to attend Respect Campaign presentation during fall 2011 semester
- Created a new on-line Customer Service training module that will be posted on new Accessibility at Conestoga website that is being developed. This new site will include the College's accessibility plan, as well as, specific information for visitors, students and employees

5) Information Resources

Alumni Services upgraded its services by providing on-line access with visual adaptation abilities for its alumni magazine Connections.

Career, co-op and employment resources are available online through MyCareer (accessible via the Student Portal) and can be provided electronically in basic text format. Employment resources are also available in audio format.

Information Technology

- On-line test booking system for students with disabilities is currently being piloted and is widely accepted by students participating in the pilot. Scheduled for full release fall 2011 and anticipate over 80% usage by students.
- In collaboration with key stakeholders, Information Technology developed a policy for new or revised video clips targeted for the web and maintained within the College, to include supporting narrative and when possible, "closed captioned". The draft policy has been presented to the College Policy and Procedures committee and will be revised based on recommendations from that committee.
- Completed the implementation of Online Course Outline management, to fully support accessibility of all course outlines online, in spring 2011.

Corporate Communications

- In July 2011, Conestoga introduced a new, mobile-friendly web presence specifically designed for the users of Smartphone's and other mobile devices. The first phase of the project is now complete, and work continues on the development of additional functionalities to fully utilize the capabilities of mobile devices and provide a full range of services to meet user needs.

Recreation Centre

- Upgraded all signage inside the Recreation Centre to clearly indicate directions and the use of international symbols that are easily recognizable
- Moved a free-weight stand and various sets of dumbbells to the first (lower) floor of the Fitness Centre for usage by disabled students
- We still need to purchase a piece of fitness equipment that would be user friendly for disabled.

6) Academic Services, Policies for Students with Disabilities, Equipment and Adaptive Technology Disability Services

- Adaptive Technology Labs at all campuses have increased staffing, equipment and more accessible hours
- Cambridge Campus has a fully equipped Adaptive Technology Lab, testing space and private rooms
- Kurzweil has been updated and networked for all campuses
- Online Disability Test Booking is now in place for students at the Doon Main Campus
- Apprenticeship lending library is more fully equipped and accessible
- Specific supports and training for ASD students have been further developed
- Counsellors have committed to a Mental Health Initiative to review processes in terms of safety and accessibility
- Continue to partner with Ontario Colleges around access to textbooks in e-book format
- Request for Electronic Books continues to increase from one year to the next. This year we had over 600 requests completed.
- Disability Counsellors participated in Orientation at all campuses, providing important information to students, families and friends
- DS staff attended all faculty meetings to deliver test booking information and orientation
- Additional services and supports have been offered to Apprenticeship students with disabilities. Services include Adaptive Technology training, tutoring and math supports as well as equipment loans.

7) Non-Academic Support Services

Learning Commons

The Learning Commons has integrated the AODA Training Module into its Core Peer (student leader) training for the following groups: Bridges Volunteers, PASS Peer Educators, Bounce Back Peer Coaches, Peer Tutors, Peer Educators and Math Drop-in Tutors; the Student Life Department has integrated an AODA training module into its Core Student

Student Development

- Leadership Training for all paid student positions within the department; It has also been integrated into the training of all Orientation Leader volunteers
- Understanding Student Demographics (mandatory component of new faculty orientation) and RESPECT videos/presentations have added a segment to include a student with Aspergers' story; this is integrated to assist with awareness about this particular disability that is increasing in our population
- Student Life Office Assistant was hired by Student Life, through work study, to transcribe the following: Get Involved Videos, Parent support video clips, Orientation student testimonials, Phase 2 Video, Phase 3 Service Orientation-Doon, Waterloo and Guelph videos. Understanding Student Demographics new faculty video; all were sent to IT for closed captioning. To date, none have been completed. We have been advised that the Orientation Phase 3 videos will be coming soon.
- A new S L Programmer was hired; we have been able to accommodate all RESPECT presentation requests at Guelph. Approximately 60% of all postsecondary students within the College experienced a RESPECT presentation (video and discussion), facilitated by Student Life programmers at the invitation of faculty. Respect presentations have been integrated into training for all Student Life paid staff positions, Security Walk Safe student staff, and delivered at open sessions (for faculty and students) and within PASS programming.

Accessibility Plan Objectives for September 2011- August 2012

We have established the following goals to build on our progress from previous years. While these goals are our intended objectives, other accessibility issues will emerge and be resolved throughout the year.

1) Accessibility Planning

- Convene at least two full member meetings each academic year
- Invite new College stakeholders to join the Accessibility Committee and offer orientation into AODA goals and objectives
- Work with the Disability Compliance Committee to develop policies and procedures for the College.

2) Awareness and Outreach

- The College's newly designed AODA website will be launched. The website contains information on the AODA, related College committees, policies and procedures concerning accessibility, College contacts, as well as the annual Accessibility Plans.

Counselling Services

- iCopeU, a social media site promoting mental health, will be integrated into the home pages for Counselling, Disability and Health Services in order to better serve students with mental health issues
- SafeTALK will be delivered to student groups, administration, faculty and support staff to develop a suicide safer environment . Initial implementation will be students in Social Services, Human Services Foundation and OTA/PTA as part of classroom workshops.

Curriculum and Educational Technology (CET)

- To develop workshops to assist faculty with universal design and curriculum development
- CET will meet to discuss a more formal and purposeful method of informing faculty and students, about the use of ANGEL tools available for students with disabilities, in compliance with the pending AODA policy and procedure at Conestoga.
- Pending completion and formal approval of an AODA policy and procedure for Conestoga, CET will take additional measures to move towards implementation of those standards from the ANGEL perspective, in consultation with the Professional Development office
- Information will be made available to faculty on UID principles and practices via the Centre for Teaching and Learning website
- Continue to offer online training through ANGEL with particular emphasis on its accessibility features

3) Physical Facilities

Facilities Management

- Paint posts dividing double doors at the Doon campus in contrasting colour to increase visibility for people with low vision
- Continue to add and upgrade auto door operators at all campuses
- Continue to change door hardware to lever action locksets at Guelph and remaining Doon locations
- Continue to upgrade elevators at Doon
- Continue repairs to pedestrian walkways for easier travel
- Install pedestrian railing at sloped walkway from lot 13 to D wing south entrance.
- Replace doors and operators at Door 3 main building to enable deletion of mullions for wider accessibility.

Security

- Safety and Security will look at increasing the capability of notifying staff and students with disabilities in the event of an emergency.
- Safety and Security will meet with staff from Disability to review the Lock Down procedure from a physical accessibility perspective
- Safe Zones for persons with physical disabilities will be developed for the F-Wing and for the new Cambridge Campus.

Recreation Centre

- Implement the use of Fitness Ambassadors that will be able to assist physically challenged students to use certain pieces of equipment based on their needs. (i.e.: assist with person getting on/off machine, adjust weight stacks, etc.) These are current Health & Fitness Promotions students that will be available on a regular basis through the school year.
- Make the lower rear door entrance to the Recreation Centre accessible to students with disabilities. This would require a camera and buzzer system to be installed so that the Front reception desk would be able to see who is at the back door, and to unlock the door with a push

of a button. This would save disabled students from taking the long ramp to the 2nd floor of the Recreation Centre, or from walking around the entire building to get to the front door.

4) Human Resources and Awareness

- Develop enhanced Human Rights on-line training module for inclusion in onboarding process.

5) Information Resources

Information Technology

- Update the Closed Captioning Policy for new or revised video clips targeted for the web and present to Policy and Procedures for review/approval. (IT)
- Follow-up on the development of a footer on the website to acknowledge alternate format. (IT)
- Review TextNet Phone # functionality and ensure operational. Develop annual plan to conduct testing on a regular basis. (IT and DS)

Library Resource Centre

- The Library will add one height adjustable group study table.
- The Library will continue to review online tutorials and purchased resources for compliance with WAI standards.

Corporate Communications

- News releases, formal reports and other official College communications are posted on the College website and/or distributed in electronic format.
- Corporate Communications works with Conestoga's Information Technology and Marketing departments through the Web Committee to help guide the development and implementation of Internet-based resources for maximum accessibility and usability

6) Academic Services, Policies for Students with Disabilities, Equipment and Adaptive Technology Disability Services

- Continue to implement the online test booking system for the Cambridge Campus. At this point, the system has been fully launched at the Doon Campus. In this coming year we will introduce online test booking at the new Cambridge Campus.
- Launch the Adaptive Technology Lab at Guelph and Cambridge Campuses. While Cambridge is a brand new campus, the Guelph AT Lab will undergo some renovation to allow for a designated place for disability testing and adaptive technology training.
- Disability Services will work towards developing a manual for the area, reflecting current practices, procedure and policies
- Continue to improve the process for E-Books and transcription, in collaboration with the Conestoga's Disability Compliance Committee. Develop a College-wide Alternate Format Policy, develop a strategy to inform all staff and ensure information is accessible throughout the system. Requests for text books in alternate format will be available online, making the process accessible from any campus and from home, with the goal of streamlining the process and reducing wait times.
- Bring stakeholders together to develop a vision for note taking services, with the goal of implementation in the following academic year.
- In this past year we encountered some technical difficulties with JAWS on the network, which resulted in having to install individual licenses in classroom. This coming year we will commit to making JAWS available on the network for all campuses and classrooms.
- This year Disability Services plans to launch a social support group for students with ASD.
- Disability Services will be looking at a name change this year, with the goal of putting more of an emphasis on student inclusion and strengths

- New software will be acquired to upgrade the Brailing machine in the Adaptive Technology Lab, so that the system is in sync with College software.
- Supports for Apprentices with disabilities continue to develop. Meetings of all apprenticeship stakeholder groups will continue, with the goal of better coordinating services and supports for apprentices with disabilities.

7) Non-Academic Supports

- Computer Assistants, Office Assistants, and APA tutors within the Learning Commons will be required to complete core peer training which includes the AODA training module
- The RESPECT presentation will be expanded to all Appendix G student leaders within the Learning Commons (Peer Educators, Promotions Assistant, Productions Assistant)
- New Respect posters will focus on what students can do when they witness/hear disrespect (a community responsibility)
- A Student Life Programmer will be newly hired with Doon/ Cambridge Campus responsibilities. They will deliver the RESPECT Campaign elements to Cambridge Campus, including the facilitated video/discussions within and outside of class.
- Counsellors, Disability Counsellors and Health Services will continue their commitment to the Mental Health Initiative, through ongoing meetings, professional development, community partnerships and by reviewing College processes for students at risk
- Doctor's hours are being reviewed with the goal of increasing weekly appointment time for students.
- The Health Services website has been improved to share more up to date medical information and community resources