



TYNDALE
UNIVERSITY

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT
(AODA)**

**MULTI-YEAR ACCESSIBILITY PLAN
2021-2026**

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I. INTRODUCTION

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025.

To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out specific accessibility standards in five areas:

1. Customer Service
2. Information and Communications
3. Employment
4. Transportation
5. Design of Public Spaces (Built environment)

The accessibility standard for customer service became applicable to Tyndale on January 1, 2012 under O. Reg. 429/07. This regulation was revoked and consolidated with O. Reg. 191/11 on July 1, 2016.

The Information and Communications, Employment and Transportation standards were enacted as Ontario Regulation 191/11 - Integrated Accessibility Standards.

The Information and Communications Standards and the Employment Standards became applicable to Tyndale on January 1, 2016.

The Transportation Standards (applicable to organizations whose business it is to provide transportation services and to institutions that provide transportation services to its customers) does not apply to Tyndale.

The Design of Public Spaces Standards (Accessibility Standards for the Built Environment), which applies to facilities and outdoor spaces, became applicable to Tyndale on January 1, 2017.

II. STATEMENT OF COMMITMENT

Tyndale University ("Tyndale") is committed to being compliant with all the standards under the Accessibility for Ontarians with Disabilities Act (AODA) as they are introduced and become law.

In line with Tyndale's ideals and in keeping with the law, Tyndale commits to:

- i. Upholding the principles of independence, dignity, integration, and equality of opportunity described in the Accessibility for Ontarians with Disabilities Act (AODA) and to meeting the needs of persons with disabilities, in a timely manner.
- ii. Establishing, maintaining and implementing policies as well as associated practices and procedures of the Integrated Accessibility Standards, specifically in the areas of information and communications and employment.

- iii. serving all of our clients, including persons with disabilities with excellence. When providing information to, or communicating with a person with a disability, we will provide the information and communication in a manner that takes into account the person's disability.
- iv. Ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to students, employees, volunteers and members of the general public.
- v. Promoting values that support relationships between persons with disabilities and the organization.
- vi. Establishing, implementing, maintaining, and documenting a multi-year accessibility plan, which outlines Tyndale's strategy to prevent and remove barriers and meet its requirements under the Integrated Accessibility Standards.
- vii. Having regard for accessibility for persons with disabilities when designing, procuring or acquiring self-serve kiosks.
- viii. Training all employees, volunteers, persons who deal with customers and the public on Tyndale's behalf, and persons participating in the development and approval of Tyndale's policies, practices and procedures on the requirements under the Integrated Accessibility Standards and the Human Rights Code as it pertains to persons with disabilities.

III. OVERVIEW OF TYNDALE'S AODA POLICIES

All policies are communicated to employees, consultants/independent contractors, and volunteers of Tyndale. Active policies are available to the public online at [Tyndale Accessibility Standards](#).

Customer Service Standard

Policy and Procedure

The [Customer Service Standard Policy](#) was implemented in November 2012.

Training

Online training pertaining to the Customer Service Standard is provided to all Tyndale employees, consultants/independent contractors and volunteers. All trainings are recorded and maintained.

Information and Communications Standards

Policy and Procedure

The [Information and Communications Standard Policy](#) was implemented in January 2014.

Training

Online training pertaining to the Information and Communications Standard is provided to all Tyndale employees, consultants/independent contractors and volunteers. All trainings are recorded and maintained.

Employment Standards

Policy and Procedure

The Employment Standards Policy is under development with a target completion date of December 2021.

Training

Online training pertaining to the Employment Standard is provided to all Tyndale managers and supervisors, consultants/independent contractors and volunteers. All trainings are recorded and maintained.

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

Policy and Procedure

The Design of Public Spaces Standards Policy is under development with a target completion date of December 2021.

Training

Online training pertaining to the Design of Public Spaces Standards is provided to all relevant Tyndale management. All trainings are recorded and maintained.

Legislative Compliance Reporting

Tyndale completed the 2020 Accessibility Compliance Report in May 2021, in compliance with Ontario's Integrated Accessibility Standards. The Accessibility Compliance Report will be submitted every three years in compliance with the Accessibility for Ontarians with Disabilities Act, 2005.

IV. ACCESSIBILITY COMMITTEE

The Accessibility Committee is set up to create policies and procedures to ensure compliance with the Integrated Accessibility Standards. Members of the Accessibility Committee include:

- Dean of Student Life
- Director, Campus Operations
- Director, Information Technology
- Manager, Human Resources
- Manager, Website Strategy & Development
- University Librarian

V. GENERAL REQUIREMENTS

Establishment of Policies, Practices, and Procedures (O. Reg. 191/11, s.3)

Status: In Progress

Responsibility: Accessibility Committee

Tyndale will establish, maintain and implement policies as well as associated practices and procedures in the Integrated Accessibility Standards. The Customer Service Standard Policy was established in November 2012. The Information and Communications Standard Policy was established in January 2014. The Employment Standard Policy and the Design of Public Spaces Policy is in progress and has a target completion date of December 2021.

Development of a Multi-Year Accessibility Plan (O. Reg. 191/11, s.4)

Status: Complete

Responsibility: Accessibility Committee

Tyndale has developed a multi-year plan outlining a strategy to prevent and remove barriers and address the current and future requirements of the AODA. The plan is posted in a visible place on premise and on the Tyndale website. Review of the multi-year accessibility plan happens at least once every five years.

Procuring or Acquiring Goods, Services or Facilities (O. Reg. 191/11, s.5)

Status: Complete

Responsibility: Director of Campus Operations, Director of IT, Director of Library Services

Any facility related goods or services/contracts impacting accessibility are reviewed and compared against current accessibility and building code standards. Repairs or new installations are planned to enhance the quality of service - such as the height of new light switches, style of replacement faucets, lighting levels, door hardware, and signage.

Accessibility is a procurement consideration in the procurement of any library related goods or services, such as educational materials.

For IT related general goods (hardware and software), accessibility is not one of the criteria that is considered when procuring these items, unless it is requested by the Centre for Academic Excellence. For IT related services such as Computer Labs, Classroom Card Readers, accessibility standards are followed.

Self-Service Kiosks (O. Reg. 191/11, s.6)

Status: Complete

Responsibility: Director of Campus Operations, Director of IT, Director of Library Services

Self-service kiosks available to students, customers and employees will have regard for accessibility features, where possible, when designing, procuring or acquiring self-service kiosks. In the absence of an accessible self-service kiosk, other arrangements will be made to assist persons with disabilities.

Training for Staff on Requirements (O. Reg. 191/11, s.7 & O. Reg. 429/07, s.6)

Status: Complete

Responsibility: Human Resources Manager

Training is provided through an online in-service training program to all employees, volunteers, persons who deal with customers and the public on its behalf, and persons participating in the development and approval of its policies, practices and procedures on the requirements of the Integrated Accessibility Standards and the Human Rights Code as it pertains to persons with disabilities. Training records are

maintained, and training will re-occur depending on the course, as indicated in the online in-service training program.

VI. CUSTOMER SERVICE STANDARDS

Use of Service Animals and Support Persons (O. Reg. 429/07, s.4)

Status: Complete

Responsibility: Director of Campus & Conference Services

Tyndale permits persons with disabilities to be accompanied by support persons or service animals when accessing Tyndale services, unless otherwise excluded by law. This information is documented in Tyndale's Customer Service Standard Policy, made available to the public on its website.

Notice of Temporary Disruptions (O. Reg. 429/07, s.5)

Status: Complete

Responsibility: Director of Campus Operations

Tyndale has multiple methods of dealing with temporary disruptions to accessible elements. In the event that a planned or unexpected service disruption occurs that would limit a person with a disability from gaining access to Tyndale's facilities, goods or services, Tyndale will provide appropriate notice to make the disruption known to staff, students, and visitors. The Campus & Conference Services department or the Campus Facilities department will provide signage and/or personnel to direct students, staff, faculty, and guests to alternate routes or amenities. The Director of Campus Operations also notifies the entire university community of such disruptions through email messaging. Tyndale's Customer Service Standard Policy outlines the ways the notice will be distributed.

Feedback Process (O. Reg. 429/07, s.7)

Status: Complete

Responsibility: Human Resources Manager, Accessibility Services

Feedback regarding the manner in which Tyndale provides goods and services to people with disabilities can be provided electronically by clicking on the Customer Service Standard Feedback Form provided on Tyndale's website. Feedback can also be provided in person, by telephone, through email, or by other means as appropriate to the HR Manager or the Accessibility Specialist.

Employee feedback should be directed to the HR Manager

Address: Tyndale University, 3377 Bayview Ave., Toronto, Ontario, M2M 3S4
Telephone: 416 226 6620 – Ext. 2234
E-mail: hrmanager@tyndale.ca

Student feedback should be directed to the Accessibility Specialist

Address: Tyndale University, 3377 Bayview Ave., Toronto, Ontario, M2M 3S4
Telephone: 416 226 6620 – Ext. 2189
E-mail: accessibilityservices@tyndale.ca

Notice of Availability of Documents (O. Reg. 429/07, s.9)

Status: Complete

Responsibility: Human Resources Manager, Director of IT

The public is notified of the documents required by O. Reg. 429/07, which are made available on Tyndale's website, or in alternative formats upon request. Currently HTML and PDF formats are available. To request alternative formats:

Employees should contact the HR Manager

Address: Tyndale University, 3377 Bayview Ave., Toronto, Ontario, M2M 3S4
Telephone: 416 226 6620 – Ext. 2234
E-mail: hrmanager@tyndale.ca

Students should contact the Accessibility Specialist

Address: Tyndale University, 3377 Bayview Ave., Toronto, Ontario, M2M 3S4
Telephone: 416 226 6620 – Ext. 2189
E-mail: accessibilityservices@tyndale.ca

VII. INFORMATION AND COMMUNICATIONS STANDARDS

Feedback Process (O. Reg. 191/11, s.11)

Status: Complete

Responsibility: Human Resources Manager, Accessibility Services

Feedback regarding the manner in which Tyndale provides accessible formats and communication supports to people with disabilities can be provided in person, by telephone, through email, or by other means as appropriate to the HR Manager or the Accessibility Specialist.

Employee feedback should be directed to the HR Manager.

Address: Tyndale University, 3377 Bayview Ave., Toronto, Ontario, M2M 3S4
Telephone: 416 226 6620 – Ext. 2234
E-mail: hrmanager@tyndale.ca

Student feedback should be directed to the Accessibility Specialist.

Address: Tyndale University, 3377 Bayview Ave., Toronto, Ontario, M2M 3S4
Telephone: 416 226 6620 – Ext. 2189
E-mail: accessibilityservices@tyndale.ca

Accessible Formats and Communication Supports (O. Reg. 191/11, s.12, s.17)

Status: Complete

Responsibility: Director of Library Services, Director of Distributed Learning, Accessibility Services

Tyndale will provide accessible or conversion-ready formats of digital, multi-media, or print resources and materials, when requested. Arrangements will be made for the provision of accessible formats and communication supports for persons with disabilities.

Emergency Procedures, Plans, or Public Safety Information (O. Reg. 191/11, s.13)

Status: Complete

Responsibility: Director of Campus Operations

Tyndale's emergency response procedures and plans required by law consider the needs of persons with disabilities and are available in an accessible format or with communication supports, upon request.

Accessible websites and web content (O. Reg. 191/11, s.14)

Status: In progress

Responsibility: Director of IT, Website Strategy & Development Manager

Tyndale will develop all websites and website content in compliance with the Website Content Accessibility Guidelines (WCAG) Version 2.0 Level AA standard. Accessibility training will be required for all people who have access to post website content. This training is on an ongoing basis through an online course. All new website content will undergo an accessibility audit prior to being posted to the website. Similarly, all new content templates undergo accessibility audits prior to use. Accessibility audits of previously posted website content are completed on an ongoing basis and corrections made where errors are detected. Automated accessibility tools are provided for non-technical users for simplified testing and a deeper understanding of accessibility issues. All in-page components are developed to adhere to WCAG 2.0 Level AA and include variable heading size options where required.

Educational and Training Resources and Materials (O. Reg. 191/11, s.15)

Status: Complete

Responsibility: Director of Library Services, Registrar, Accessibility Services, Director of Distributed Learning

Tyndale will provide students who have disabilities with educational and training materials/resources, student records, and course and program information in accessible formats, upon request.

Training to Educators (O. Reg. 191/11, s.16)

Status: Complete

Responsibility: Human Resources Manager, Accessibility Services

Tyndale educators receive accessibility awareness training through Tyndale's online in-service training program as well as by Accessibility Services so they can create inclusive environments in their classrooms and increase the opportunities for learning for students with disabilities.

VIII. EMPLOYMENT STANDARDS

Recruitment & Selection Process (O. Reg. 191/11, s.22, s.23, s.24)

Status: Complete

Responsibility: Human Resources Manager

Tyndale publicly notifies applicants throughout the recruitment and selection process about the availability of accommodation for applicants with disabilities. Consultations will take place with a job applicant who requests accommodations to support them during the process. Successful applicants are notified of Tyndale's policies for accommodating employees with disabilities when the offer of employment is made.

Informing Employees of Supports (O. Reg. 191/11, s.25)

Status: Complete

Responsibility: Human Resources Manager

New and existing employees are informed of Tyndale's policies for supporting employees with disabilities during HR Orientation and through publicly posted policies on Tyndale's website.

Accessible Formats and Communication Supports for Employees (O. Reg. 191/11, s.26)

Status: Complete

Responsibility: Human Resources Manager

Employees who have disabilities are provided with accessible formats and communications supports to do their jobs effectively. They are encouraged to reach out to the supervisors or to HR directly. Accessible formats and communication supports are addressed in Tyndale's Information and Communications Standard Policy.

Workplace Emergency Response Plan (O. Reg. 191/11, s.27)

Status: Complete

Responsibility: Director of Campus Operations

Tyndale provides individualized workplace emergency response information to employees who have disclosed a disability. With the employee's consent, the workplace emergency response information is provided to the person designated by the employer to provide assistance to the employee. The individualized workplace emergency response information will be reviewed when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed, or when the employer reviews its general emergency response policies.

Documented Individual Accommodation Plans (O. Reg. 191/11, s.28)

Status: Complete

Responsibility: Human Resources Manager

Tyndale will develop written individual accommodation plans for employees with disabilities. Tyndale's Accommodation Policy outlines the workplace accommodation procedure.

Return to Work Process (O. Reg. 191/11, s.29)

Status: In Progress

Responsibility: Human Resources Manager

Tyndale will create a documented process for supporting employees who return to work after being away for reasons related to their disabilities. The procedure of the documented process will be outlined in the Employment Standards Policy, with a target completion date of December 2021.

Performance Management (O. Reg. 191/11, s.30)

Status: Complete

Responsibility: Human Resources Manager

Tyndale will take into account the accessibility needs of employees with disabilities during the performance management process. Managers will be instructed to consider individual accommodation plans.

Career Development & Advancement (O. Reg. 191/11, s.31)

Status: In Progress

Responsibility: Human Resources Manager

Tyndale will take into account the accessibility needs of employees who have disabilities during career development and advancement opportunities, as outlined in Tyndale's Career Advancement Policy which has a target completion date of December 2021. Managers will be instructed to consider individual accommodation plans. Job skills assessments are available in accessible formats upon request.

Redeployment (O. Reg. 191/11, s.32)

Status: In Progress

Responsibility: Human Resources Manager

Tyndale will consider the accessibility needs of employees with disabilities during redeployment. Processes will be documented and shared with the employee and management involved with the redeployment. The employee's direct manager, with the guidance of HR, will be responsible for identifying and implementing accommodations. Redeployment will be addressed in Tyndale's Employment Standards Policy, with a target completion date of December 2021.

IX. TRANSPORTATION STANDARDS

Transportation Standards are not applicable as Tyndale does not provide transportation services. If students request accessible transportation to or from campus, they are instructed to work directly with mobile services offered by the City or private organizations.

X. DESIGN OF PUBLIC SPACES STANDARDS

Recreational Trails and Beach Access Routes (O. Reg. 413/12 80.6-80.15)

Status: Complete

Responsibility: Director of Campus Operations

Tyndale is not currently planning to create or redevelop any recreational trails or beach access routes. In future, if Tyndale plans to create any new recreational trails, the Tyndale Campus Facilities department and their building contractors will consult and follow the requirements set out in O. Reg. 413/12 80.6-80.15. As much of Tyndale's campus also falls under the jurisdiction of the Toronto Regional Conservation Authority (TRCA), permission would first have to be granted by the TRCA before any new recreational trails could be created.

Outdoor Public-use Eating Areas (O. Reg. 413/12 80.16-80.17)

Status: Complete

Responsibility: Director of Campus Operations

Tyndale is not currently planning to create or redevelop outdoor picnic areas. In the future, if Tyndale plans to create any new outdoor picnic areas or redevelop existing picnic areas, the Tyndale Campus Facilities department and their building contractors will consult and follow the requirements set out in O. Reg. 413/12 80.16-80.17 when designing such spaces.

Outdoor Play Spaces (O. Reg. 413/12 80.18-80.20)

Status: Complete

Responsibility: Director of Campus Operations

Tyndale currently has no outdoor play spaces and is not currently planning to create any. In the future, if Tyndale plans to create any new outdoor play spaces, the Tyndale Campus Facilities department and their building contractors will consult and follow the requirements set out in O. Reg. 413/12 80.18-80.20 when designing such spaces.

Exterior Paths of Travel (O. Reg. 413/12 80.21-80.31)

Status: In progress

Responsibility: Director of Campus Operations

Many of Tyndale's exterior paths of travel are aging asphalt pathways that will require re-paving in the next 3-5 years. At that time, the Tyndale Campus Facilities department and their building contractors will consult and follow the requirements set out in O. Reg. 413/12 80.21-80.31 for redeveloping existing exterior paths of travel.

Accessible Parking (O. Reg. 413/12 80.32-80.39)

Status: Complete

Responsibility: Director of Campus Operations

Tyndale University has 11 accessible parking spaces, all of which meet the requirements for width, access aisles, and signage set out in O. Reg. 413/12 80.32-80.39. In the future, the Tyndale Campus Facilities department and their paving contractors will follow the requirements laid out in the regulation

when re-paving existing parking facilities, building new parking facilities, or creating or redeveloping off-street parking facilities.

Obtaining services (O. Reg. 413/12 80.40-80.43)

Status: Complete

Responsibility: Director of Campus Operations

Tyndale has no current plans to create new service counters, fixed queuing areas, or waiting areas. In the future, if Tyndale plans to create any new service counters, fixed queuing areas, or waiting areas, the Tyndale Campus Facilities department and their building contractors will consult and follow the requirements laid out in O. Reg. 413/12 80.40-80.43. Tyndale currently has three service counters that are compliant with O. Reg. 413/12 80.40-80.43, located at the main reception, main library, and campus store. Tyndale has no fixed queuing areas and no waiting areas with fixed seating. Tyndale has one waiting area for Counselling Services where the seating is not fixed and therefore can be moved to accommodate any clients with mobility aids.

Maintenance (O. Reg. 413/12 80.44)

Status: Complete

Responsibility: Director of Campus Operations

Tyndale currently has three systems in place to ensure proper maintenance of accessible elements on campus.

1. The first system is the monthly inspection of all areas on campus by members of the Joint Health and Safety Committee. Inspected areas include sidewalks, parking lots, hallways, doorways, and washrooms.
2. The second system is the use of Hippo CMMS (Computerized Maintenance Management Software) by the Tyndale Campus Facilities department to schedule monthly and annual repairs to accessible elements on campus. Such annual repairs include grinding down raised areas on sidewalks and repainting lines on accessible parking spaces.
3. The third system is a contract with an AAADM (American Association of Automatic Door Manufacturers) Certified Inspector to annually inspect all automatic door operators on campus, ensuring they remain in good working order.