



To: **Planning and Budget**

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**Item Identification:**

ODA Plan 2011-2012 (for information only) placed on  
[www.aoda.utoronto.ca](http://www.aoda.utoronto.ca) and <http://www.hrandequity.utoronto.ca/equity.htm>

**Previous Action Taken:**

This is an annual report, for your information only.

**Highlights:**

While the Province of Ontario transitions from the 2001 ODA to the 2005 Accessibility for Ontarians with disabilities Act (AODA), and until such time as the ODA is repealed, public sector organizations, including post-secondary institutions, must implement both Acts simultaneously. This includes the continued development, implementation and monitoring of annual accessibility plans like this one.

No funds have been allocated by the Government of the Province of Ontario to assist in the implementation of the Accessibility for Ontarians with Disabilities Act; however, targeted funding is available from the Ministry of Training, Colleges and Universities to specifically address student academic accommodation through three offices: St. George Accessibility Services, UTM AccessAbility Resource Centre, and UTSC AccessAbility Services.

This past year the University received approximately \$1.7 million from the Ministry but spent approximately \$3.4 million to assist with student accessibility needs on all three campuses; the shortfall of \$ 1.7 million is financed through the University's operating budgets. As the standards under the AODA continue to roll out it is expected that costs associated with accessibility will rise in the coming years.

#### Information and Communication Standard Summary:

The Information Communication standard is a part of the “Integrated Accessibility Standards Regulation” or IASR. The requirements under the Information Communication standard will be phased in over time between 2011 and 2021 which allows the time required to build these practices into regular business process.

The AODA officer offered training sessions in partnership with the Office of Student Life, St. George on the creation of accessible materials and accessibility principles in “good design practices.” The employees who attended these sessions were responsible for printed materials in their department or for website maintenance. The office has assisted Strategic Communications and Marketing to build accessible design awareness across the University. The Vice President Human Resources & Equity, The Assistant Vice President Student Life and the AODA officer are reviewing emergency planning and practice to ensure a safe employment and teaching environment at the University for all members including those with disabilities. Partnerships across all three campuses, including students, alumni, faculty, emergency services, and accessibility services, have participated in this process.

Upon review of the Information Communication standard the University noted that there is a defined need for an electronic repository for resource sharing in alternative formats. To address this need a partnership project was formed led by the now retired chief librarian, representatives from the Ontario Council of University Libraries (OCUL), Scholars portal, and the AODA officer.

#### Employment Standard Summary:

The Employment Standard is included in the Integrated Regulation (IASR) and outlines an institution’s commitments regarding employment practices and policies. The standard addresses the entire employment cycle of an individual from recruitment, hiring, retention to exit. This standard does not include those who are volunteers or completing an internship. Most of the requirements under this standard come into effect by 2014. However, the University already incorporates many of the expectations in the normal Human Resource business operations.

#### Transportation Standard Summary:

The transportation standard, alongside the employment and information communication standard, is included in the IASR. The majority of this particular standard does not apply to universities, rather provides organizations whose business operations focus on transportation with obligations to ensure such transportation is fully accessible.

#### Built Environment Summary:

In her 2009 Annual Report, the Minister of Community and Social Services indicated that the Accessible Built Environment is expected to be incorporated into the Ontario Building Code where applicable.

The University’s planning principle stipulates that “the University’s buildings, landscape and grounds must accommodate a diverse population in an open and inclusive campus. The campus environment should adhere to the principles of universal design and is met with all new construction on campus. Where full accessibility may not be achievable due

to existing conditions or the historical nature of a particular building, the University policy on accommodation will be met.”

**Customer Service Summary:**

Training and Information materials regarding the Customer Service Standard were provided to all staff and faculty across the University. On all three campuses, facilities and services continue to implement procedures related to the provision of notice of temporary disruption. Such notice provides information to the community when elevators or power assisted doors, for example, are not working. Signage indicates when the equipment is expected to be operating as normal, whom to contact if there are questions regarding operation, and where to find alternative services if any are available.

Guidelines addressing the use of guide dogs on campus, support persons attendance, and feedback processes are located in the AODA office. Under the Customer Service Standard feedback on service related to a disability or a complaint related to a disability need should be addressed at the local level first by the departmental manager, following this, the AODA office may investigate the concern in order to offer resolution. The AODA officer assists divisions and departments in understanding their obligations and moving beyond compliance.

**Financial and/or Planning Implications:**

There are no financial or planning implications beyond those already identified within Divisions’ Academic Plans.

**Recommendation:**

It is recommended that the Planning and Budget receive the *2011 ODA Plan*