



2020 Annual Status Report

The Accessibility for Ontarians with Disabilities Act (AODA) was established to make goods, services, and facilities accessible to all people with disabilities in all public, private and not-for-profit sectors by January 1, 2025.

The Accessibility for Ontarians with Disabilities Act (AODA, 2005), became law on June 13, 2005, provided the province with a mandate to develop, implement and enforce sets of accessibility standards. Lambton College, as a large public sector organization must comply with the following AODA Standards:

- Accessibility Standards for Customer Service
- Integrated Accessibility Standards Regulation, which include additional general requirements:
- Accessibility Standards for Information and Communications
- Accessibility Standards for Employment
- Accessibility Standards for Transportation
- Accessibility Standards for the Built Environment

Commitment to Accessibility

Lambton College is 100% committed to meeting its obligations under the requirements of Accessibility for Ontarians with Disabilities Act (AODA) and to providing a safe and barrier free environment for all students, faculty, support staff, administrative staff and members of the public. We recognize the value in creating an inclusive environment for everyone. A place where colleagues, clients, staff and students are treated with dignity, respect and equality and valued for their contributions to our team.

Message from President Judy Morris:

At Lambton College we believe in the right to an education. The inclusive nature of our college community supports all people and results in policies, procedures, and plans that are grounded in the principles of dignity, independence, integration and equality. Our commitment to these principles is clearly in evidence in our 2012-2021 AODA Multiyear Plan where we offer deliverables and actions that will move us incrementally towards the goal of full inclusion.

Legislative Updates

- There were no new legislative updates introduced in 2020.
- A standards development committee will develop recommendations for a proposed accessibility standard to address barriers in publicly funded postsecondary education provided by colleges and universities, as required by Section 9 of the *Accessibility for Ontarians with Disabilities Act*. They will define the long-range objective of the proposed standard and determine the measures, policies, practices and requirements to be implemented on or before January 1, 2025, and the timeframe for their implementation.



The annual review of our Multi-year Accessibility Plan was completed by our AODA Steering Committee. The plan outlines the College's AODA obligations until 2021. We continue to work in accordance with this multi-year plan developed to meet our organizational obligations under the AODA, *Integrated Accessibility Standards Regulation (O. Reg. 191/11, s. 4 (1) (2))*.

College AODA Committee

The College AODA committee is comprised of various employees who represent key areas accountable for accessibility initiatives.

Provincial Committee

Lambton College continues its representation on the Human Resources Colleges Committee (HRCC) AODA Committee.

Achievements for 2020

Accessibility -Student Services

- Redeveloped the majority of all Accessibility Services' systems and delivery formats / mechanisms in order to deliver all Accessibility services remotely, in a digital environment, during pandemic.
- Built new institutional webpage to provide students with streamlined access to information and registration, facilitating access to service and simplifying/expediting registration in Accessibility services.
- Further expanded Peer Note-Taking service with computerized notetaking support, increased communications and resources to improve accommodated notetaking service support and added staffing.
- Increased funding support for student mental health and assessment needs.
- Digital enhancement of accommodated test booking system for students and faculty to provide greater access and efficiencies of service.
- Approval of expansion of testing facilities to accommodate increased accommodated testing demand.

Community Employment Services

- Refreshed accessibility guidelines with staff
- Finished editing videos to include captions/voiceovers
- Ensured all signage and display boards were positioned at an accessible and nonexclusive height

Information Technology

- Provide continual support to employees posting content and verifying AODA compliance to both <https://mylambton.ca> and <https://www.lambtoncollege.ca>
- Accessibility checks to all documents prior to posting on both <https://mylambton.ca> and <https://www.lambtoncollege.ca>



- Leveraged Microsoft O365 Platforms by default – O365 is accessible by design to help people and organizations be more productive and inclusive as they create, communicate, and collaborate from any device. Examples: Microsoft Teams with closed captioning capabilities, Microsoft Forms with support for screen readers.
- Leveraged Microsoft Windows 10 with built-in accessibility options across all College computers.

Accessible Formats and Communication Supports

- The college continues its commitment to arrange for accessible formats and communication supports (upon request) in a timely manner.
https://www.lambtoncollege.ca/About_Us/Accessibility/Accessible_Documents/
- A page is available to notify of Accessibility Interruptions
https://www.lambtoncollege.ca/custom/Pages/Accessibility_Interruptions.aspx
- A page is available to list resources for staff, students and visitors
https://www.lambtoncollege.ca/About_Us/Accessibility/Resources/.
- An online form is available for students, staff and customers to provide feedback
https://www.lambtoncollege.ca/About_Us/Accessibility/Feedback_Form/

People and Organizational Development

- Lambton College Policy #4000-7-2 Accommodation was revised and approved February 28, 2020.
- To address mobility or travel barriers as well as to support health and safety protocols of COVID-19 the majority of interviews were conducted in virtual format using Microsoft Teams. This platform meets all of the Accessibility Standards.
- The option of closed captioning displayed on screen during meetings is supported by Microsoft Teams.
- All of the appropriate training on the Integrated Accessibility Standards Regulation and Human Rights code as it pertains to persons with disabilities are linked to new employee contracts and must be completed as a condition of employment.
- Lambton College continues to provide or arrange for accessible formats or communications supports when requested.
- JIRA, an Issue and Project Tracking Software was implemented for this department to assist with questions that are submitted. The system is web based so accessibility features can be utilized.



Facilities Management

- With new buildings under construction, the Facilities Department continues to comply with Built Environment Standard, focused on the new standards for public spaces and modifications to existing structures.
- The Employee lounge was renovated:
 - Kitchen designed with counter installations at barrier free height
 - Barrier free door operation was installed
- Employee Copy room renovated:
 - Barrier free door operation was installed

Teaching & Learning Commons

- Continues to work with the College Libraries Ontario (CLO) and the Ontario Colleges Library Service (OCLS) to acquire visual media and digital content.
- Continues to respond to alternative format requests of library materials to registered students, faculty, and staff with a perceptual disability through the Accessible Content E-portal (ACE) system
- Continues to work with the College Libraries Ontario (CLO) and the Ontario Colleges Library Service (OCLS) while meeting the 2020 requirement to provide, procure or acquire accessible or conversion-ready format of digital based resources (upon request) through the Library eResources Accessibility Portal (LEAP) which launched in April 2020.
- Creates web content to comply with WCAG 2.0 Level AA.

Lambton College is committed to meeting the upcoming AODA obligations of 2021