

<b>SUBJECT</b>	<b>INTEGRATED ACCESSIBILITY STANDARDS ONTARIO REGULATION POLICY</b>
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**BACKGROUND**

This policy is intended to assist the College in meeting its obligations under the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR) set forth under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, as they apply to Northern College.

The IASR establishes the accessibility standards for each of information and communications, employment, transportation, the design of public spaces, and customer service.

The requirements in the standards set out in the IASR are not a replacement or a substitution for the requirements established under the *Human Rights Code*, nor do the standards limit any obligations owed to persons with disabilities under any other legislation.

**SCOPE**

This policy applies to Northern College as an organization that provides goods, services, or facilities to the public or other third parties and that has at least one employee. The specific scope of each of the standards outlined herein are further defined by the IASR.

**POLICY**

The College shall achieve accessibility through the requirements of the Integrated Accessibility Standards Regulation for all related policies, procedures, plans, materials, goods, services, facilities and training provided by Northern College.

**Statement of Commitment:** Based upon the principles of dignity, independence, integration, and equal opportunity, Northern College is committed to continually improving access, both physical and attitudinal, to facilities, programs, information resources, goods and services, and employment. Northern College, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, shall meet the needs of persons with disabilities in a timely manner.

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**PART I: GENERAL REQUIREMENTS**

**PART I: DEFINITIONS:**

**Accessible formats** – include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities;

**Communication supports** – include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications;

**Mobility aid** - means a device used to facilitate the transport, in a seated posture, of a person with a disability;

**Mobility assistive device** - means a cane, walker or similar aid;

**Kiosk** - means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

**PART I: GUIDELINES:**

**1.1 Accessibility Policies**

- 1.1.1 Northern College shall develop policies, procedures and practices governing how it shall achieve accessibility through the requirements of the Integrated Accessibility Standards Regulation.
- 1.1.2 Northern College shall include in these policies, procedures and practices a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner.
- 1.1.3 Northern College shall implement these policies, procedures and practices in all aspects of its operations.
- 1.1.4 Northern College shall make the policy documents publicly available, and in an accessible format upon request.

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**1.2 Accessibility Plans**

**1.2.1** Northern College shall establish and maintain a multi-year accessibility plan outlining its strategy to prevent and remove barriers, and meet its requirements under the IASR. Northern College shall:

- 1.2.1.1** establish this plan in consultation with persons with disabilities or an advisory committee.
- 1.2.1.2** post this accessibility plan on its website and provide the plan in an accessible format upon request.
- 1.2.1.3** review and update its accessibility plan once every five years in consultation with persons with disabilities or an advisory committee.

**1.2.2** Each year, Northern College shall prepare an annual status report on the steps taken to implement the accessibility plan, post this status report on its website, and provide it in an accessible format, upon request.

**1.3 Procuring or Acquiring Goods, Services or Facilities**

Northern College shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is impracticable to do so. Should the College determine that accessibility design, criteria and features when procuring or acquiring goods is impracticable the College shall provide an explanation upon request.

**1.4 Procuring or Acquiring Self-Serve Kiosks**

Northern College shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks. Kiosk – an interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products.

**1.5 Providing Training**

Northern College shall provide training on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,

- (a) all persons who are an employee of, or a volunteer with, the organization;
- (b) all persons who participate in developing the organization’s policies; and
- (c) all other persons who provide goods, services or facilities on behalf of the organization.

The college shall ensure that training is received as soon as practicable.

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**PART II: INFORMATION AND COMMUNICATIONS STANDARDS**

**PART II: DEFINITIONS**

**Communications** - means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received;

**Conversion ready** - means an electronic or digital format that facilitates conversion into an accessible format;

**Information** - includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

**Extranet website** – refers to a controlled extension of the intranet, or internal network of an organization to outside users over the Internet.

**Internet website** – refers to a collection of related Web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and are accessible to the public.

**Intranet website** – refers to an organization’s internal website that is used to privately and securely share any part of the organization’s information or operational systems within the organization, and includes extranet websites.

**Web Content Accessibility Guidelines** – refers to the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0.”

**PART II: GUIDELINES:**

**2.1 Feedback Process**

Northern College shall make feedback processes accessible to people with disabilities by providing, or arranging to provide, accessible formats and communication supports, upon request. Northern College shall notify the public about the availability of these accessible formats.

**2.2 Accessible Formats and Communication Supports**

Northern College shall provide or arrange to provide, upon request, accessible formats and communication supports in a timely manner and at no additional cost to a person with a disability. Northern College shall take into account the person’s accessibility needs when addressing the request.

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**2.3 Emergency Procedures, Plans and Public Safety Information**

Northern College shall provide public emergency procedures, plans and public safety information in an accessible format or with appropriate communication supports as soon as practicable, upon request.

**2.4 Accessible Websites and Web Content**

Northern College, and all of its departments, shall ensure that web content conforms to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA. Web content includes any information which resides on an internet, extranet or intranet web site.

**2.5 Education and Training Resources and Materials**

Upon notification of need Northern College shall provide training materials and learning resources in accessible formats through either procumbent or provision of comparable resources that take into account the needs of students with disabilities.

Student records and program information such as course requirements, descriptions and availability shall be made available in accessible formats, upon request.

**2.6 Training for Faculty and Instructors**

Northern College shall provide accessibility awareness training related to accessible program or course delivery and instruction to faculty and instructors.

Northern College shall keep a record of the training provided, including the dates on which the training was provided, and the number of individuals to whom it was provided.

**2.7 College Libraries**

Northern College shall ensure that libraries within the College shall provide accessible or conversion-ready materials within its collections for individuals with disabilities, upon request. These may include print materials, digital or multimedia resources, or specific materials for a person with a disability.

**PART III: EMPLOYMENT STANDARDS**

This part applies to employees. This part does not apply to volunteers and other non-paid individuals.

**PART III: GUIDELINES:**

**3.1 Recruitment and Selection**

Northern College shall notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment processes.

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Notification shall be provided at each stage of the recruitment and selection process including at the time of posting for initial job application, when selected for assessment/interview and when making an offer of employment.

**3.2 Informing Employees of Supports**

All new and existing employees shall have access to policies on the provision of job accommodation that take into account and employee’ accessibility needs as soon as practicable.

Policy changes that may impact employee regarding the provision of job accommodation shall be communicated to employees.

**3.3 Accessible Formats and Communication Supports for Employees**

Northern College shall ensure that all information and communication is available in accessible formats or with communication supports upon request. This includes information that is needed by an employee in order to perform their job and information that is generally available to all employees in the workplace. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.

**3.4 Individualized Workplace Emergency Response Information**

Northern College shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability.

If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

Northern shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee’s disability.

Northern shall review the individualized workplace emergency response information,  
 (a) when the employee moves to a different location in the organization;  
 (b) when the employee’s overall accommodations needs or plans are reviewed; and  
 (c) when the employer reviews its general emergency response policies.

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**3.5 Documented Individualized Accommodation Plans**

Northern shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities including but not limited to individual emergency response plans.

**3.6 Return To Work Process**

Northern College shall develop and have in place a return-to-work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and shall document the process.

The return-to-work process shall,

- (a) outline the steps the employer shall take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and
- (b) use documented individual accommodation plans, as part of the process.

**3.7 Performance Management**

Northern shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

**3.8 Career development and advancement**

Northern shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

**3.9 Redeployment**

Northern shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

**PART IV.1: DESIGN OF PUBLIC SPACES STANDARDS (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT)**

**PART IV.1: DEFINITIONS**

**Maintenance** means activities that are intended to keep existing public spaces and elements in existing public spaces in good working order or to restore the spaces or elements to their original condition, examples of which include painting and minor repairs;

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**Redeveloped** means planned significant alterations to public spaces, but does not include maintenance activities, environmental mitigation or environmental restoration;

**PART IV.1: GUIDELINES:**

**4.1 Application**

Except as otherwise specified, this Part applies to public spaces that are newly constructed or redeveloped that are covered by this Part.

Northern College will work to ensure that the built environment, including building interior and exterior, are designed to facilitate barrier-free access to goods, services or facilities for customers and employees. If areas of the built environment are not accessible for certain individuals with disabilities, the College will work with the individual to provide an alternate means of access.

Northern shall refer to the specifics outlined in this section of the act prior to the planning or consideration of any newly constructed or redeveloped design of public spaces:

- ❖ Recreational Trails and Beach Access Routes, General
- ❖ Technical Requirements for Recreational Trails
- ❖ Technical Requirements for Beach Access Routes
- ❖ Technical Requirements Common to Recreational Trails and Beach Access Routes
- ❖ Exceptions to the Requirements for Recreational Trails and Beach Access Routes
- ❖ Outdoor Public Use Eating Areas
- ❖ Outdoor Play Spaces
- ❖ Exterior Paths of Travel
- ❖ Accessible Parking
- ❖ Obtaining Services
- ❖ Maintenance

**PART IV.2: CUSTOMER SERVICE STANDARDS**

Establishes the principles and accessibility standards for the goods, services or facilities that the College provides to members of the public. It does not apply to employees except where an employee also accesses College goods, services or facilities, as a member of the public.

**PART IV.2: DEFINITIONS**

**‘Customers’** refers to members of the public and other third parties to whom the College provides goods, services or facilities.

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**‘Dignity’** allows the person with disabilities to maintain self-respect and the respect of other people.

**‘Equal Opportunity’** a person with disabilities has opportunity to access goods, services or facilities equal to that given to others.

**‘Guide Dog’** means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations *Ontario Blind Persons Rights’ Act R.S.O. 1990, Chapter B.7.*

**‘Independence’** is when a person with disabilities is allowed to do things on their own without unnecessary help or interference from others.

**‘Integration’** allows the person with disabilities to benefit from the same services, in the same place, and in the same or similar way as others, unless an alternate measure is necessary to enable a person with disabilities to access the goods, services or facilities.

**‘Service Animal’**(a) the animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or (b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

**‘Support Person’** means, in relation to a person with disabilities, another person who accompanies them in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

**PART IV.2: GUIDELINES:**

**5.1 Principles for Policies, Practices and Procedures**

Northern shall use reasonable efforts to ensure that the policies are consistent with the following principles:

- a. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.
- b. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.
- c. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.
- d. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person’s disability.

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- e. Shall deal with the use of assistive devices or with the availability of other measures, if any, which enable them to do so.
- f. Document(s) describing the policies, practices and procedures shall be made available to any person on request.
- g. Where such documents are provided to persons with disabilities, the format of the document shall take into account the person’s disabilities.
- h. The College shall inform all persons to whom services are provided that the documents required under this regulation are available on request.

**5.2 Service Animals, Guide Dogs and Support Persons**

Northern shall ensure that the access, use and benefit of goods, services or facilities are not compromised for persons with disabilities who are accompanied by a service animal, guide dog or support person.

- a) Service animals and guide dogs shall be permitted to enter and remain on College premises together with the person with disabilities. \*Exception: In a case where the service animal or guide dog is otherwise excluded by law the College shall provide an alternative measure that enables access, use and benefit from College goods, services or facilities.
- b) Support persons shall be permitted to enter College premises together with the person with disabilities, and continuing access to the support person shall be ensured.
- c) If a support person is necessary for the health and safety of a person with disabilities, or for the health and safety of other persons, the College shall require the accompaniment of a support person on College premises.
- d) If there is an admission fee for a person to access to the College’s premises (e.g. to attend a College event), the College shall provide advance notice of the amount of the admission fee, if any, that shall be payable by the individual’s support person.
- e) If Northern requires a person with a disability to be accompanied by a support person for health and safety reasons when on the premises, Northern shall waive payment of the amount, if any, payable in respect of the support person’s admission to the premises or in connection with the support person’s presence on the premises.
- f) Northern shall prepare documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person. Such notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting

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it on the provider’s website, or by such other method as is reasonable in the circumstances.

**5.3 Temporary Disruption to Facilities or Services**

If there is a temporary disruption in the facilities or services the College provides for persons with disabilities, the College shall provide notice to the public of the reason, the expected duration and available alternatives if any. Notice may be by posting on campus or College websites or by other means reasonable in the circumstances.

**5.4 Training**

Every person who provides goods, services or facilities to the public or other third parties on behalf of the College, or who develops College policies, practices and procedures governing the provision of goods, services or facilities to the public or other third parties shall receive training about the provision of goods, services or facilities to persons with disabilities. The training program shall be consistent with the following:

- a) Initial training shall occur as soon as is practicable after a person is assigned to their duties.
- b) Updated training shall be provided as policies, practices and procedures related to the provision of services for persons with disabilities are changed.

Training shall include:

- a) A review of the purposes of the AODA and requirements of the Ontario Regulation 429/07.
- b) Instruction on how to interact and communicate with persons with various types of disabilities.
- c) Instruction on how to interact with persons with disabilities who use an assistive device or who require the assistance of a service animal, guide dog or support person.
- d) Instruction on how to use equipment or devices available at, or provided by, the College to assist with the provision of goods, services or facilities to persons with disabilities.
- e) Instruction on what to do if a person with disabilities is having difficulty accessing college goods, services or facilities.

The College shall maintain a record of the training provided including the dates on which the training is provided and the number of individuals to whom it is provided.

**5.5 Feedback Process**

Consistent with the following principles, the College shall establish a process for receiving and responding to:

- a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and

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(b) feedback about whether the feedback process established complies with the legislation.

The feedback process must specify the actions that the College shall take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.

Northern shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.

Northern shall make information about the feedback process readily available to the public.

Northern shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person.

Such notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider’s website, or by such other method as is reasonable in the circumstances.

**5.6 Format of Documents**

If Northern is required to give a copy of a document to a person with a disability, the College shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support,

- (a) in a timely manner that takes into account the person’s accessibility needs due to disability; and
- (b) at a cost that is no more than the regular cost charged to other persons.

Northern shall consult with the person making the request in determining the suitability of an accessible format or communication support.

**6. RESPONSIBILITY:**

It is the responsibility of the College to ensure all aspects of the Integrated Standards which span across multiple departments and roles. Senior Management must ensure be knowledgeable about these standards and ensure the integration of these standards into their areas of supervision.

**7. REFERENCES:**

- Replacing** AODA Information and Communications Standards
- Replacing** AODA General Accessibility Policy
- Replacing** AODA Employment Standard Policy and Procedure
- Replacing** AODA Customer Service Standards Policy
- Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR)

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Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11,  
 Multi-Year Accessibility Plan  
 AODA Annual Status Report  
 Attendance Policy/Procedure HR#14  
 Ontario Human Rights Code

**APPROVED BY INTERIM PRESIDENT:**



\_\_\_\_\_  
 Mitch Dumas

February 2, 2024

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 Date

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