



## Multi-Year Accessibility Plan January 1, 2023 to December 31, 2026

### Accessibility at Northern College

In 2005 the province of Ontario enacted the Accessibility for Ontarians with Disabilities Act. This sweeping legislation mandated accessibility standards in 5 areas: information and communication, customer service, employment, the built environment, and transportation. These standards which are being phased in are intended to ensure a fully accessible province by 2025. Since the enactment of the AODA in 2005, the five standards have been harmonized into two secondary laws, the Customer Service Standard in 2007 and the Integrated Accessibility Standards Regulation (IASR) in 2011. As a broader public sector organization, Northern is in full compliance with the standards implemented on or before December 30, 2015, including the Integrated Accessibility Standards Regulations of general requirements, Information and communication, employment, built environment and customer service.

### The AODA Multi-year Plan

Under the act's Integrated Accessibility Standards Regulation (IASR), Northern College is required to develop and publish multi-year accessibility plans, update those plans at least every five years and report on them annually.

The Multi-Year Accessibility Plan ('the plan') outlines how Northern College is responding to and going beyond our legislated obligations to identify, prevent and remove barriers for persons with disabilities. This plan is a fluid document and framework, which provides high-level deliverable and activities over the next few years. This plan builds on the College's previous work in creating an accessible environment, identifies our accomplishments to date, and outlines the next steps in our efforts to identify and remove barriers for persons with disabilities.

This plan represents a continuation of previous plans in that the current accessibility standard requirements have been reached, and this plan identifies further refinement of accessibility goals and anticipation of emerging new requirements under the AODA.

The plan reaches three years into the future and so the specificity of the plan decreases as the plan moves forward. This allows for the addition of evolving issues and the inclusion of new requirements over time. The plan will be extended to 2028 by the end of 2025 as per the recommendations of the Accessibility Working Group to be established in 2024.

### Northern College's Commitment to an Inclusive, Accessible Learning and Working Environment

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.

For any questions or concerns, please contact the Human Resource Services Department at [HR@northern.on.ca](mailto:HR@northern.on.ca)

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Past Achievements and Ongoing Initiatives				
Integrated Standard	Deliverables	Actions	Responsibility	Status
<b>Accountability</b>	1. Desk Audit – Accessibility for Ontarians with Disabilities Act, 2005	1. Provide information to auditor as requested and comply with recommendations and/or orders.	Manager, HRS	1. Complete
<b>Employment</b>	1. Ensure accessibility language at every stage of the recruitment and selection process.  2. Ensure dedicated HR services to support accessibility for employees.	1. Job postings include accommodation statement and instructions. 2. Interview package include accommodation statement and instructions; New employee hiring package include accommodation statement and instructions; Have at least one HR position whose portfolio includes disability management including request intakes, facilitating the creation of individual plans and follow up.	Various HRS positions as assigned	1. Complete 2. Complete 3. Complete 4. Complete
<b>Education &amp; Training</b>	1. Ensure all staff are trained in customer service, integrated standards and human rights as soon as practicable.	1. Mandatory HR training includes all three elements. 2. Completion of the training is recorded and kept on file.	HRS Department	1. Complete
<b>Customer Service</b>	1. Ensure Students are provided with a means to make accessibility requests and the support to establish individual plans.	1. Create and sustain dedicated roles to accessibility for students.	Campus Managers	1. Complete
<b>Information and communications</b>	1. Establish Feedback system. 2. Support requests for accessible formats upon request.	1. Online accessibility contact. 2. All staff are aware of the requirement to support requests for accessible formats.	HRS and Communications Department	1. Complete 2. Complete

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Year 1 – 2023 (January 1, 2023 – December 31, 2023)				
Integrated Standard	Deliverables	Actions	Responsibility	Status
<b>Accountability</b>	<ol style="list-style-type: none"> <li>1. Create an Integrated Accessibility Standards and Regulation policy to replace previous multiple policies.</li> <li>2. Communicate accessibility responsibilities to senior management.</li> </ol>	<ol style="list-style-type: none"> <li>1. Draft policy and submit for stakeholder review and have policy approved.</li> <li>2. Ensure all senior staff have reviewed the IASR policy and understand their obligations.</li> </ol>	Director, HRS	<ol style="list-style-type: none"> <li>1. Complete</li> <li>2. Complete</li> <li>3. Complete</li> </ol>
<b>Employment</b>	<ol style="list-style-type: none"> <li>1. Include accessibility questions in all new questionnaires involving employment feedback.</li> <li>2. Update and revise accessibility processes and documentation.</li> <li>3. Continual review of job descriptions to ensure barrier free employment.</li> </ol>	<ol style="list-style-type: none"> <li>1. New accessibility focused questions to be added to the College Climate survey, the New Hire Survey and the Exit Survey.</li> <li>2. Add accommodation requests follow up section to the onboarding checklist; Update and revise the reasonable accommodation procedure; Review and ensure compliance for written individual accommodation plan and individual emergency plan documentation.</li> <li>3. Ongoing discernment of bona fide job requirements vs. unnecessary requirements that may disqualify a person from consideration of employment due to disability.</li> </ol>	HRS	<ol style="list-style-type: none"> <li>1. Complete</li> <li>2. Complete</li> <li>3. Ongoing</li> </ol>
<b>Education &amp; Training</b>	<ol style="list-style-type: none"> <li>1. Provide Universal Design for Learning training. (UDL)</li> </ol>	<ol style="list-style-type: none"> <li>1. Complete UDL training with all full-time faculty; Begin training with other employee groups</li> </ol>	SVP, Academics	<ol style="list-style-type: none"> <li>1. Complete</li> </ol>
<b>Customer Service</b>	<ol style="list-style-type: none"> <li>1. Implement virtual technology with advanced accessibility features in the classrooms.</li> </ol>	<ol style="list-style-type: none"> <li>1. Create unified virtual delivery rooms and portable zoom stations to increase virtual learning opportunities.</li> </ol>	SVP, Academics/CIO	<ol style="list-style-type: none"> <li>1. Completed</li> </ol>
<b>Information and Communications</b>	<ol style="list-style-type: none"> <li>1. Enhanced accessibility features on communication platforms.</li> <li>2. Enhanced Accessibility Internet</li> </ol>	<ol style="list-style-type: none"> <li>1. Virtual platforms enable captioning and transcription.</li> <li>2. Update Website and Intranet</li> </ol>	CIO/CCO	<ol style="list-style-type: none"> <li>1. Complete</li> <li>2. Complete</li> </ol>

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<b>Procurement of Goods and Services</b>	<ol style="list-style-type: none"> <li>Update accessibility wording in all contracts for service to require contractors to ensure that any contracted employees on the premises have completed the AODA customer service training.</li> <li>Update contract management system</li> </ol>	<ol style="list-style-type: none"> <li>Consultations between HRS, Plant &amp; Property and Procurement; Finalize language; Introduce updated contract.</li> <li>Implement new contract management system.</li> </ol>	SVP, Corporate Services	<ol style="list-style-type: none"> <li>Complete</li> <li>Complete</li> </ol>
<b>Built Environment</b>	<ol style="list-style-type: none"> <li>Update I-Wing entrance</li> <li>College Master Plan</li> <li>Vet Sciences Building.</li> <li>General Improvements/updates</li> </ol>	<ol style="list-style-type: none"> <li>Redevelopment of entrance to I-Wing including re-grading of surface areas and new barrier free accessible ramp and entrance vestibule.</li> <li>Develop a College-Wide Master Plan including but not limited to accessibility plans.</li> <li>New Addition to the Haileybury Veterinary Sciences Building to AODA compliance standards including a new barrier free accessibility washroom for this building.</li> <li>Upgrades to and installation of new door operators</li> </ol>	Plant & Property	<ol style="list-style-type: none"> <li>Complete</li> <li>Complete</li> <li>Complete</li> <li>Ongoing</li> </ol>

Year 2 – 2024 (January 1, 2024 – December 21, 2024)				
Integrated Standard	Deliverables	Actions	Responsibility	Status
<b>Accountability</b>	<ol style="list-style-type: none"> <li>Determine overall governance model for Accessibility within the College and review, revise and update IASR related procedures, guidelines and forms.</li> </ol>	<ol style="list-style-type: none"> <li>Establish Accessibility Working Group. <ul style="list-style-type: none"> <li>Review IASR policy and identify areas for improvement.</li> <li>Conduct an overview of current plans and processes.</li> <li>Create a governance structure for accountability.</li> </ul> </li> </ol>	Accessibility Working Group TBD	<ol style="list-style-type: none"> <li>Pending</li> </ol>
<b>Employment</b>	<ol style="list-style-type: none"> <li>Increased accessibility of all candidate facing documentation.</li> <li>Interview Panel Training</li> </ol>	<ol style="list-style-type: none"> <li>Ensure that all candidate facing documentation is accessible electronically in multiple formats</li> <li>Launch interview panel training as developed in 2023</li> </ol>	HRS Department	<ol style="list-style-type: none"> <li>Pending</li> <li>Pending</li> </ol>

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<b>Education &amp; Training</b>	1. Evaluate current training model and make recommendations for improvements.	1. Evaluate the current training modules, delivery, tracking system and effectiveness of the training; Present recommendations for improvement.	Director, HRS	1. Pending
<b>Information and Communications</b>	1. Fully update web content to increase accessibly formatting 2. Update AODA page on Northern College Webpage	1. Replace all downloadable PFD documents with readable information. 2. Review placement of Accessibility page menu; upload revised Accessibility documents; Review and update feedback process.	Chief Cultural Officer/HRS	1. Ongoing
<b>Procurement of Goods and Services</b>	1. Digital transformation of enrolment services for students. 2. Review of procurement practices.	1. Develop online student registration system. 2. Review and update procurement policies/procedures.	Registrar and CIO	1. Pending
<b>Built Environment</b>	1. Redevelopment of exterior eating space. 2. Redevelopment of outdoor spaces. 3. Ensure priority maintenance of accessibility supports.	1. Eating space in the design phase 2. Courtyards south-side Timmins campus solid surfacing, pathways, revised barrier free accessible entrance, improved exterior lighting. 3. Review and update all policies, procedures and practices regarding the priority maintenance of accessibility supports in the built environment.	Manager, Plant & Property	1. Pending 2. Pending

### Year 3 – 2025 (January 1, 2025 – December 21, 2025)

Theme	Deliverables	Actions	Responsibility	Status
<b>Accountability</b>	1. Review overall plans, policies, practices to ensure continued relevance. 2. Propose Future Improvement to 2028	Accessibility Working Group: 1. Conduct an overview of current plans and processes and recommend any improvements. 2. Propose future improvements to extend the multi-year game plan to 2028.	Accessibility Working Group	1. Pending

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<b>Employment</b>	<ol style="list-style-type: none"> <li>1. Ensure content of all job descriptions are free of barriers.</li> <li>2. Ensure job descriptions for accessibility responsibilities contain the IASR area of responsibility.</li> </ol>	<ol style="list-style-type: none"> <li>1. Conduct internal audit of existing job description to ensure they are barrier free; Create a protocol for to include considerations of key systemic barriers when creating new job descriptions.</li> <li>2. Identify job descriptions that require accessibility oversight as a named responsibility and update as needed.</li> </ol>	HRS Department	<ol style="list-style-type: none"> <li>1. Pending</li> </ol>
<b>Education and Training</b>	<ol style="list-style-type: none"> <li>1. Evaluate current training model and make recommendations for improvements.</li> <li>2. Develop a central hub of information and resources about accessibility.</li> </ol>	<ol style="list-style-type: none"> <li>1. Implement improvements to training from previous recommendations.</li> <li>2. Create data base or resource centre for staff and students to find training, supports and/or information</li> </ol>	Director, HRS in collaboration with various TBD	<ol style="list-style-type: none"> <li>1. Pending</li> <li>2. Pending</li> </ol>
<b>Information and Communications</b>	TBD		Accessibility Working Group	
<b>Procurement of Goods and Services</b>	TBD		Accessibility Working Group	
<b>Built Environment</b>	<ol style="list-style-type: none"> <li>1. Renovations to Kirkland Lake Campus main entrance</li> <li>2. Renovations to Timmins Campus</li> </ol>	<ol style="list-style-type: none"> <li>1. Update existing build to meet accessibility standards and regrading of surfaces.</li> <li>2. Renovations and Additions to Timmins Campus Main Entrance</li> </ol>	Manager, Plant & Property	<ol style="list-style-type: none"> <li>1. Pending</li> </ol>

Year 4 – 2026 (January 1, 2026 – December 21, 2026)				
Theme	Deliverables	Actions	Responsibility	Status
<b>Accountability</b>	<ol style="list-style-type: none"> <li>1. Finalize recommendations from Accessibility Working Group and extend the plan to 2028.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ensure that cost items are addressed in the 25/26 budget; update the multi-year plan to 2028.</li> </ol>	TBD	<ol style="list-style-type: none"> <li>1. Pending</li> </ol>



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<b>Employment</b>	TBD		Accessibility Working Group	
<b>Education &amp; Training</b>	1. Full AODA Refresher Training including customer service, IASR and Human Rights.	2. Ensure training is up to date and administer to any employee who has not completed the training in the last three years.	Director, Human Resource Services	1. Pending
<b>Information and Communications</b>	TBD		Accessibility Working Group	1. Pending
<b>Procurement of Goods and Services</b>	1. Focus vendor selection geared to accessibility.	1. Ensure RFPs include accessibility scoring. Desired features may include but not be limited to voice activation, enhanced searches, and ability to select format at the time of accessing the service.	CIO	1. Pending
<b>Built Environment</b>	1. Maintain Investment in Major Capital projects (facilities). 2. Ongoing updates to all facilities. 3. Continuing with the College Master Plan.	1. Various targeted building improvements as required, expected several major improvements will have been completed in previous years. 2. Upgrades to brail signages on all washroom facilities and key locations on all campuses; Upgrades to exterior lighting. 3. Continued renovations to cafeteria including barrier free exit doors.	Manager, Plant & Property	1. Pending 2. Pending 3. Pending