

## **Multi-Year Accessibility Plan for Bronte College**

This 2014-2021 accessibility plan outlines the actions that Bronte College will put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

Bronte College is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### **Accessible Emergency Information**

Bronte College is committed to providing our customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### **Training**

Bronte College will provide training to employees and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and volunteers.

Bronte College will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Continue to provide training to all Bronte College Staff Members on the Integrated Accessibility Standards Regulation.
- Continue to provide training to all Bronte College Staff Members on the Accessibility Standard for Customer Service.
- Keep an updated record of all accessibility training that is completed by our staff.
- Continuously train all Bronte College Staff Members on new accessibility laws and how to improve our service for individuals with disabilities.

- Inform all Bronte College Staff Members about the policies and procedures that support people with disabilities.
- Train employees with driving responsibilities on how to interact with people with disabilities in transportation-related situations.

## Information and Communications

Bronte College is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Bronte College will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014:

- Provide text alternatives for textual content on the Bronte College website, such as large print or simpler language.
- Provide alternative text to all images, audio and video content.
- Add names to all buttons on the website.
- Provide text transcripts for audio and video-only media
- Provide captions for audio-based content on the Bronte College website.
- Audio-based content that plays automatically for more than 3 seconds can be paused, stopped and the volume level can be controlled.
- Never display any content that is known to cause seizures (i.e. any content that flashes more than three times within any one-second period).
- Any moving, scrolling or blinking content that lasts more than 5 seconds can be paused, stopped or hidden, unless the content is essential.
- Identify input errors when they are made and inform users when required fields are not completed.
- Use correct HTML for all structured elements and mark headings with HTML tags.
- Ensure that the website is navigable in a logical order.
- Consider all senses when writing instructions on the Bronte College website.
- Avoid using instructions that rely on sound alone.
- Use instructions that do not rely on colour alone. Other types of information, such as charts, will not rely on colour alone either.

- Ensure that all functions of the Bronte College website can be accessed by keyboard alone.
- Ensure that keyboard-only users will not get stuck while using the Bronte College website.
- Any WebPages with time limits will have time controls.
- Providing a “Skip to Content” link when applicable.

Bronte College will take the following steps to ensure that existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- Allow feedback communication through email for individuals who are deaf or hard of hearing.
- Provide feedback questionnaires, along with pre-recorded audio for individuals who are blind.
- Allow feedback communication by telephone for individuals who are blind.
- Allow feedback communication by mail.
- Receive feedback communication verbally.
- Provide an online feedback form on the Bronte College website.
- Provide alternative versions of essential public information.

Bronte College will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- Post necessary public information on the Bronte College website.
- Prerecord audio that explains the necessary public information.
- Provide booklets that contain requested public information.
- Provide accessible copies of public information at our Front Desk area and in our Business Office at our Senior Campus. For our Junior Campus, accessible copies will be available at our Main Office.
- Use clear and easy-to-understand language for all Bronte College content.
- Post our Support Services notice at the Front Desk and in the Business Office at our Senior Campus. For our Junior Campus, support service notices will be posted in our Main Office.

- Post the Bronte College Accessibility Policy, the Bronte College Accessibility Multi-Year Plan and the Bronte College Accessible Customer Service Plan on the Bronte College website.

Bronte College will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by January 1, 2021:

- Present text and images of text at a minimum contrast ratio of 4:5:1 on the Bronte College website.
- Allow text (with the exception of captions and images of text) to be resized up to 200 percent without loss of quality.
- Use text instead of images of text (with the exception of brand logos).
- Background sounds can be turned off.
- Display navigation mechanisms that are repeated on multiple pages on the Bronte College website.
- Add an HTML sitemap in order to simplify navigation.
- Add a search function to the website.
- Icons are used consistently throughout the website.
- Avoid using animated GIFs or other images with rapid movements.
- Audio descriptions for all pre-recorded video content on the Bronte College website.
- Inform users when the language of the webpage changes.
- User-controlled data can be reviewed, corrected and confirmed before being submitted.
- A confirmation page is provided that summarizes the input and outcome, with the option to correct or discontinue.
- Ensure that legal commitments, financial transactions, test responses and changes to user-controlled data are reversible and checked for input errors.
- Ensure that prerecorded audio-only content does not contain background noise.
- If input errors are due to an incorrect format, a text suggestion shows the correct format.
- Ensure that there are no time limits on user actions.
- Ensure that users can continue exactly as before after re-authenticating (ex. sessions that time out after a certain period of time).
- Ensure that the purpose of each link is clear from the link text alone.

## Employment

Bronte College is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, Bronte College will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Advise applicants that Bronte College will provide accommodations for individuals with disabilities if necessary, prior to an interview.
- Provide job postings in alternative, accessible formats upon request.
- Ensure that job descriptions do not directly or indirectly discriminate against people with disabilities.
- Ensure that interview rooms are easily accessible to applicants with disabilities or arrange for alternative interview areas that are accessible.
- Review and, if necessary, modify Bronte College employment policies and procedures that directly affect applicants and employees with disabilities.
- Provide employment applications in large print for applicants with visual impairments.
- Work with applicants on an individual basis to develop personal accommodation plans during the recruiting process.
- Offer accommodations for pre-employment tests if necessary.
- Ask future employees about the need for accommodations within their job due to a disability, after making a job offer.
- Ensure that employees with disabilities are paid equally and fairly.
- Schedule updates with employee with disabilities to discuss whether they are being accommodated appropriately or if they require modified accommodations.
- Ensure that interviews only include job related questions and tests.

Bronte College will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees absent due to a disability:

- Collaborate with employees and their doctors in order to identify what work tasks can and cannot be performed when returning to work.



- Ensure that the employee is aware of the available resources, such as access to the Human Resources department and the Employee Assistance Program.
- Develop a return-to-work process for employees with disabilities.
- Maintain constant communication with the employee during their time away from work.
- Consider alternative work methods such as job-sharing and part-time work when the employee begins his/her return to work.
- Allow flexible work procedures and/or work hours in order to accommodate an employee's restrictions due to a disability, such as telecommuting.
- Set realistic goals and standards for employees when they begin returning to work.
- Ensure that return-to-work plans are beneficial to the employee in need without disadvantaging other co-workers.
- Reorganize workspaces and the employee's personal work area in order to accommodate his or her disability.
- Explore other job opportunities within the organization if their position is no longer available upon return.
- Offer help and accommodation to employees who are clearly unwell or are perceived to have a disability, particularly in the case where the employee may not be able to disclose their disability (i.e. an employee with a mental illness).

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if Bronte College is using performance management, career development and redeployment processes:

- Disregard an employee's disability when selecting possible internal candidates for promotions and career development.
- Supervisors will set realistic and appropriate performance goals for employees with disabilities.
- Work with employees with disabilities to create individualized performance goals.
- When redeployment is a possibility, a meeting will be held with the employee and an HR representative to explore all suitable options.
- Ensure that employees with disabilities have access to the same training and development opportunities as other employees.

- Include a statement that encourages employees with disabilities, along with other diverse employees, to apply for internal promotions and other career development opportunities.
- Use a panel of supervisors when selecting candidates for career development opportunities, in order to prevent the risk of personal biases.
- Ensure that supervisors and managers only assess the relevant qualifications necessary when considering employees with disabilities for promotions and other career development opportunities.
- Consider providing additional training to employees with disabilities for career development opportunities.
- Appoint specific employees/supervisors to manage disability-related issues.

Bronte College will also take the following steps to prevent and remove other accessibility barriers identified:

- Modify the Bronte College Emergency Exit plan to include procedures for evacuating individuals with disabilities.
- Use fire alarms that have both audible and visual warnings.
- Provide pre-recorded audio messages for people with disabilities.
- Emergency exit plans are printed in large, high contrast text and are easily accessible.
- Post our Bronte College Emergency Plan in public areas throughout the Junior and Senior campus.
- Post our Bronte College Campus map in public areas.
- Continuously review all Bronte College policies and procedures in order to prevent future accessibility barriers for people with disabilities.
- Add large print on all emergency signs and exits.
- Train designated staff members on how to properly evacuate individuals with disabilities.
- Provide educational materials to students and staff in accessible formats when requested.

## Design of Public Spaces

Bronte College will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Bronte College will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces:

- Use signage with high contrast lettering and easily readable text.
- Audible warnings that announce inside the elevator that announce floor level and direction.
- Provide alternatives public spaces that are accessible for people with disabilities, if the primary areas are not accessible.
- Modify the elevator door system to ensure that the doors stay open long enough to accommodate individuals with disabilities.
- Add non-slip surfaces to floors to prevent slips and falls during wet conditions.
- Install a two-way communication system near accessible parking spaces for individuals who may require assistance.
- Install a call button for emergencies within the washrooms.
- Install a push button door opener for washrooms.
- Provide at least one accessible washroom stall in each washroom.

## Barrier Removal Achievements

Currently, Bronte College has addressed various accessibility barriers by:

- Providing barrier-free accessible washrooms, equipped with grab bars, for people with disabilities.



- Displaying Braille signage for the accessible washrooms.
- Providing accessible parking spaces for people with disabilities.
- Providing automatic door openers.
- Providing an accessible elevator.
- Providing various methods of receiving feedback from people with disabilities.
- Proudly accepting the use of service animals and support persons for individuals with disabilities.
- Including a statement that promotes Bronte College's commitment to diversity and encourages diverse individuals, including those with disabilities, to apply in each job posting.
- Training our employees on the Accessibility for Ontarians with Disabilities Act and the Accessibility Standard for Customer Service.
- Ensuring that all employees are aware of the various barriers that people with disabilities face.
- Training our employees on how to interact and communicate with people with disabilities.
- Providing an individualized emergency response plan for each employee upon request.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

### **For More Information**

For more information on this accessibility plan, please contact:

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