

## **Multi Year Accessibility Plan**

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## **Message from the CEO**

Bronte College strives to creating and maintaining an accessible environment for all staff members, students, parents, and visitors and to meeting the objectives and requirements outlined in the Accessibility for Ontarians with Disabilities Act, 2005.

We believe in ensuring equal opportunity for all and provide our services to people with disabilities with the same high quality and timeliness as to others.

Our new multi-year accessibility Plan 2021-2025 outlines how we have removed accessibility barriers and talks about our next steps in continuing to do so.

Our accessibility policy and plan are available on our website and can be provided in an accessible format, upon request.

Li Chia

Managing Director

## **Statement of Commitment**

Bronte College is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

## **Introduction**

Bronte College strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

We are committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Bronte College is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Bronte College will play its role in making Ontario an accessible province for all Ontarians.

### **Section One: Past Achievements to Remove and Prevent Barriers**

This section includes a summary of the accessibility initiatives Bronte College has completed.

#### **Customer Service**

- We remain in compliance with the Customer Service Standard.
- We have not received any complaints till date about Accessibility but have a process in place to address it within 7-14 business days.
- Customers willing to provide feedback have the option to do so in various ways such as email, telephone, in-person etc.
- Our Customer Service Plan and Policy are posted on our website and will be available in accessible formats, upon request.
- We have been training all our existing and new staff on the Customer Service standard.
- Bronte College has a detailed Customer Service plan that -
  - Considers a person's disability when communicating with them
  - Allows assistive devices in the workplace, like wheelchairs, walkers, and oxygen tanks
  - Allows service animals
  - Welcomes support persons
  - Lets customers know when accessible services aren't available
  - Welcomes customers to provide feedback

## 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 is in compliance with WCAG 2.0 Level AA
- Our website has been revamped in order to be more accessible and in line with the requirements of Web Content Accessibility Guidelines 2.0 Level AA. We are compliant with the below mentioned Level AA guidelines –
  - ◇ Distinguishable Content
  - ◇ Navigable Content
  - ◇ Readable Text Content
  - ◇ Predictable Web Pages
  - ◇ Input Assistant
- We have created a robust feedback process which allows customers to provide feedback in various ways. This process is posted on our website and will be made available in accessible formats, upon request.
- We have provisions to provide accessible formats and communication supports to people with disabilities (upon request) at no extra cost and in a timely manner.
- We also have a process in place to provide emergency procedures and safety information in accessible formats to people with disabilities upon request.
- Bronte College Accessibility Policy, Customer Service Plan, Feedback process, and Multi Year plan have been posted on the website.

## Employment

Bronte College is committed to fair and accessible employment practices. We have taken 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:

- We inform all applicants about our accommodation process during the Hiring & Selection process.
- Work with job applicants who require accommodation and make adjustments to best suit their needs.
- We have created a Return-to-Work process for employees absent from work due to a disability. This includes working with the concerned staff member to understand their needs and work around it as much as possible.
- We have also created Individual Accommodation plan and process. This includes recognizing and discussing the needs, making, and implementing the plan and continuously monitoring the same.
- We are committed to integrate the needs of individuals with disabilities into the performance assessment process, and addressing any accommodations that need to be made
- We maintain flexible work arrangements, which allows employees to work from home as appropriate.
- There is a process in place to ensure all our existing and new staff undergoes training on Accessibility for Ontarians Disability act and Human Rights Code.
- We inform all staff members of any changes in the policy.

### **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.

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.

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

## **Section Two: Strategies and Actions**

### **Customer Service**

Bronte College is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

#### Timeline - Ongoing

- We will keep in Compliance with the Customer Service Standard.
- Bronte College will provide goods or services in a manner that respects the dignity and independence of persons with disabilities.
- If a person with a disability is accompanied by a guide dog or other service animal or support person, Bronte College shall ensure that the person is permitted to enter the premises with the animal or the support person, unless the animal is otherwise excluded by law from the premises.
- Bronte College shall always provide notice of disruption of goods or service in a timely manner and list the alternatives available.
- Bronte College will ensure that all staff members - existing, new, volunteers receive training about the provision of our goods, services, to persons with disabilities. New staff members will be trained within 90 days of their joining.
- Bronte College will also provide training on an ongoing basis in respect of any changes to the policies within 90 days of any changes.

### **Information and Communications**

Bronte College is committed to making our information and communications accessible to people with disabilities.

#### Timeline: Ongoing



- Bronte College will continue (upon request) to provide accessible formats and communication supports for persons with disabilities in a timely manner and at no extra cost.
- If Bronte College prepares additional emergency procedures, plans or public safety information and makes the information available to the public, it shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.
- Bronte College will ensure that the feedback processes are accessible to persons with disabilities by providing accessible formats and communications supports, upon request and will also notify the public about the availability of accessible formats and communications supports with respect to the feedback process.
- We will keep our website updated in accordance with the WCAG 2.0 Level AA.

## Employment

Bronte College is committed to fair and accessible employment practices.

Timeline: Ongoing

- Bronte College will continue to notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.
- If any selected applicant requests an accommodation, Bronte College will consult with them and provide for the provision of a suitable accommodation in a manner that considers their accessibility needs due to disability.
- We will continue to notify successful applicant of our policies for accommodating employees with disabilities.
- We will also continue to provide updated information to our employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- Bronte College will keep its Individual accommodation plan process and return to work process updated as required by the Act.
- Bronte College shall always review the individualized workplace emergency response information in case of -

- (a) when the employee moves to a different location in the organization.
- (b) when the employee's overall accommodations needs are reviewed.
- (c) when the employer reviews its general emergency response policies.

### **Training**

Bronte College is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- All new staff is trained on the AODA Training within 90 days of their joining
- All existing staff have to complete the AODA Training on an annual basis.

### **Design of Public Spaces**

Bronte College will meet accessibility laws when building or making major changes 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

If applicable, list initiatives your organization is planning and specify the timeframe for each.

### **For More Information**

For more information on this accessibility plan, please contact:



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