**AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)**

**Intent**

This 2022 to 2027 accessibility plan outlines the policies and actions that Willis College will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_110191_e.htm)*.*

**Statement of Commitment**

Willis College believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

**Ongoing Initiatives to Remove and Prevent Barriers**

**Section One:** Ongoing Initiatives to Remove and Prevent Barriers Willis College has made significant progress to identify, remove and prevent accessibility barriers in the areas of Customer Service, Information and Communications, Employment, and establishing a Feedback Process.

**Customer Service**

 Willis College is committed to maintaining an accessible environment for persons with disabilities in the delivery of its goods and services and will continue to:

* Communicate in ways that consider the needs of the persons with disabilities.
* Notify the public about the availability of accessible formats and communication supports and, upon request, Willis College will arrange for the provision of accessible formats and communication supports for persons with disabilities.
* Ensure persons with disabilities who use assistive devices can obtain, use or benefit from our services.
* Allow a person with disabilities who is accompanied by a service animal or support person to enter the premises with the animal or support person.
* Provide notification in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities.
* Provide information about emergency procedures, plans or public safety in an accessible format or with appropriate communication supports upon request.

**Information and Communications**

 Willis College is committed to providing accessible information and will continue to:

* Upon request and in consultation with the person making the request, arrange for the provision of documents in an accessible format or with communication support to persons with a disability in a timely manner and at a cost that is no more than the regular cost charged to other persons.
* Ensure that our websites and web content conform with the required standards

**Employment**

Willis College is committed to supporting the recruitment and accommodation of employees with disabilities and will continue to:

* Notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.
* Notify job applicants that accommodations are available upon request in relation to the materials or processes to be used during the recruitment process.
* Notify the successful applicant of its policies for accommodating employees with disabilities.
* Inform its employees of its policies that support employees with disabilities.
* Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and Willis College is aware of the need for accommodation due to the employee’s disability.
* Accommodate the needs of its employees with disabilities as required by the Ontario accessibility laws and Ontario Human Rights Code by developing individualized accommodation plans for its employees with disabilities as Willis College is made aware.
* Maintain a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations and support in order to return to work.
* Consider the accessibility needs of employees with disabilities as well as their individual accommodation plans when conducting performance management reviews, providing career development and advancement to employees, and when redeploying employees.

**Feedback Process**

Willis College is committed to meeting accessibility requirements and continuously taking steps to improve its services and website to comply with the AODA and its regulations. Willis College will continue to welcome feedback regarding the way it provides goods, services or facilities to persons with disabilities.

Feedback can be provided to the Campus Director:

* In person at the Ottawa campus 1200 St. Laurent Blvd #20, Ottawa, ON K1K 3B8
* by telephone, [(613) 233-1128](https://www.google.com/search?q=willis+college+ottawa&rlz=1C1GCEA_enCA927CA927&oq=willis+College+ottawa&aqs=chrome.0.0i512l2j46i175i199i512j0i512j0i22i30l3j69i65.4138j0j15&sourceid=chrome&ie=UTF-8)
* in writing to the Campus Director, 1200 St. Laurent Blvd #20, Ottawa, ON K1K 3B8
* by email to aoda@lso.ca.

**Training for Staff**

Willis College is committed to training its employees and other individuals who provide service on the college’s behalf on accessible customer service and communications. Training will continue to occur within 2 weeks of employees’ commencement of their duties and records will be maintained Willis College provides training on an ongoing basis when changes are made to their policies, practices and practices.

**Section Two:**

**Planned Strategies and Actions Customer Service**

Willis College will continue to strive to provide services that are accessible to and inclusive of employees, students and members of the public with disabilities by:

* Evaluating existing programs and services to ensure inclusion and equitable participation of persons with disabilities.
* Continuing to embed the focus on accessibility in the development of any new programs or services.

**Employment**

Willis College will continue to support the recruitment and accommodation of employees with disabilities by:

* Identifying and working to remove any existing barriers for persons with disabilities
* Consult, develop and implement accessible information technology guidelines to ensure information is clear and timely.
* Developing a revised employment strategy for equity-seeking groups, including persons with disabilities.
* Developing an equity analysis into all recruitment processes to remove any unintended accessibility barriers.
* Fostering a culture of employee engagement and inclusion through an Employee Engagement Survey.

**Information and Communications**

Willis College will continue to ensure digital accessibility in all services and information provided to staff, students and members of the public, and the availability of accessible formats and communication supports by:

* Conducting regular reviews of compliance and best practices to identify ways to improve accessibility.
* Continuing to evaluate and remediate website content and ensure it meets or exceed accessibility compliance requirements.

**Feedback Process**

Willis College will continue to accept feedback on its accessibility practices by developing a revised process for receiving and responding to feedback using an online form to filter inquiries and issues. Feedback will continue to be accepted in-person, by phone, and in writing.

**Review and Update**

This document was created November 2022 and must be reviewed and updated by November 2023.