



Queen's University

Accessibility Annual Status Report

May 1, 2016 to April 30, 2017

This document is available in alternate formats, upon request. Please contact us
at 613-

Queen's current and past Accessibility Plans and Annual Reports are available:

Online at the Equity Office website at: [Reports and Plans](#)

On written request to the Equity Office, Queen's University, Mackintosh-Corry Hall, Room B513, Kingston, ON, K7L 3N6

By telephoning the Equity Office at (613)533-2563

By email at equity@queensu.ca

In alternate format as requested

Queen's recognizes that feedback is critical to the process of identifying and removing barriers to participation as well as improving how we deliver our services to persons with disabilities. The [Accessibility Feedback Online Form](#) can be used to submit feedback about accessibility to the Equity Office.

Feedback may also be given by emailing the Equity Office at equity@queensu.ca, by telephone at (613) 533-2563, or by fax at (613) 533-2031. You may also send feedback via regular mail:

Equity Office
Queen's University
Mackintosh-Corry Hall, Room B511
99 University Avenue
Kingston, ON, K7L 3N6

QUEEN’S UNIVERSITY ACCESSIBILITY ANNUAL REPORT 2017

- Background 4
- Vision & Commitment..... 4
- Informed & Committed Leadership 4
- Queen’s University’s Comprehensive Strategic Framework for Accessibility 4

- Information and Communication Standards 6
- Design of Public Space and the Built Environment..... 7
- Education, Training, & Awareness 9

- Access Art Queen’s 11
- Accessibility Hub 11
- DEAP Tool..... 12
- Education, Training, & Awareness 13
- Student Wellness Services 13
- Steve Cutway Accessibility Award 15

- AODA Requirements 16
- Future AODA Standards..... 16

Under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") Queen's University is considered a large designated public sector organization. As such, Queen's is required to establish, implement, maintain and document a multi- year accessibility plan. That document

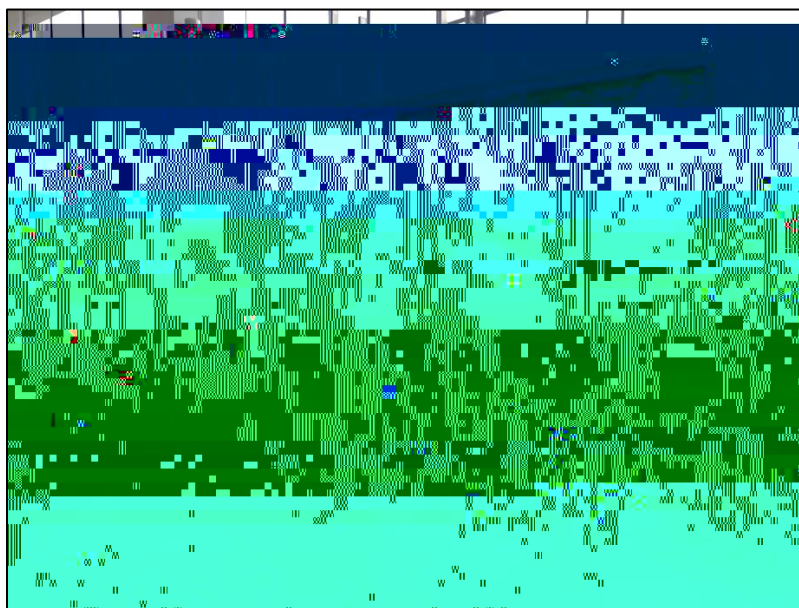
compliance or competency of the university's obligations under the AODA in the following manner:

1. Consult with Persons with Disabilities whose input is shared with the five working groups and throughout the cycle;
2. The process of each working group and committee are as follows:
 - a. _____ : continue to monitor Queen's websites and departmental compliance efforts (with WCAG 2.0 Level A) every six months and make recommendations.
 - b. _____ continue its work to meet obligations of the Design of Public Space requirements coming into force in 2016.
 - c. _____ : include input from the Centre for Teaching and Learning, IT Services, and the Equity Office.
 - d. _____ : has agreed to expand its Terms of Reference to include providing feedback on Accessibility policies, procedures, and guidelines and submit them directly to VPOC for approval.
 - e. _____ : has been put on hiatus. The AODA requirements have been met operationally by the Human Resources department through the development of the [Accommodation of Disabilities in the Workplace Policy](#), [Individualized Accommodation Procedures](#), [Disability Accommodation Guidelines](#)

The tables below are a comparison of percentages of completion

Queen's strives to improve its ability to consult, engage, listen, and reframe accessibility issues so that the results work better to meet the expectations and needs of persons with disabilities. We continually seek new ways to engage with persons with disabilities concerning how Queen's might best ensure everyone's full participation. Below are some accessibility achievements that exceed AODA requirements.

Access Art Queen's installation took place for two weeks in April at the Isabel Bader Centre for the Performing Arts. This was an art installation seeking to destabilize privilege traditionally associated with experiencing art. Operated under an anti-oppressive framework, Access Art Queen's sought to alternatively utilize art as a technique of radical resistance in order to reimagine art as accessible. Artists and organizations from within the Queen's community, Kingston, and beyond contributed pieces of various mediums to engage visitors in discourse and conversation about disability and in/accessibility.



Since its launch, the Accessibility Hub has assisted over 100 Queen's Departments and Community Services with accessibility issues.

Through the Accessibility Hub website, the Accessibility Coordinator has responded to:

- Over 100 specific requests since the website launched (Oct. 2013).
- Requests range from the simple to very complex. Including; built environment, video captioning, workplace accommodations, audio transcripts, website and

document accessibility, physical access, accessible transportation, and accessible parking.

Since Google Analytics was added to the Hub (Nov. 22, 2013) there have over to the website, viewing over

The Diversity and Equity Self-Assessment & Planning (DEAP) Tool for both Academic and Administrative Units has been developed by the Queen's University Equity Office to assist Units to better understand their working environment climate as it relates to equity and diversity. Implementation of the DEAP Tool across units will be an additional method towards ensuring that the university not only meets, but also in some cases, exceeds the AODA requirements. The DEAP Tool is a self-audit tool for internal use for Units to:

- Understand the demographic profile of their staff, faculty, and students;
- Assess how inclusive the Unit is;
- Provide an opportunity to reflect on areas in need of improvement using the Diversity Score Card assessment template;
- Support further commitments to equity and diversity;
- Develop an action plan and timeline to enhance inclusion.

The Tool also is designed to complement other administrative responsibilities of units such as:

- Departmental Strategic Planning;
- Cyclical Review Process (CPR) and Queen's University Quality Assurance Process (QUQAP's);
- Hiring and Appointments Processes;
- Implementation of the Academic Plan.

Thus far the following units have engaged with the Tool: School of Nursing (has completed year one progress report and is currently setting goals for year two), Libraries, Faculty of Education, Department of Economics, Department of Chemical Engineering, School of Medicine. Finance is piloting the first Administrative Unit DEAP Tool. Student Affairs, VP Research and VP International have indicated an interest as well. The DEAP will be strategically implemented within the Faculty of Arts and Science early in 2017. The Vice-Provost (Teaching and Learning) is also aiming to align the completion of the DEAP with the Quality Assurance Process.

Accessibility Services added an advisor position to support students requiring academic accommodation, increased the capacity of the office's transition support program, and enhanced its website

Student Wellness Services and the Office of the University Registrar are participating in the ongoing design and planning process for the new Queen's Innovation and Wellness Centre, scheduled to open in 2018 on Union St. The new facility will include new space for Student Wellness Services (including Accessibility Services housed on the main floor), and a new university Examination Centre that will coordinate the scheduling and sitting of all centrally-administered accommodated final exams, and all midterm exams requiring computer-based accommodations. The new centre will also provide space, staff and services to facilitate all accommodated, centrally-administered midterms and tests, not just those requiring the use of a computer, and graduate-level accommodated final exams. The centre is being designed to accommodate a broad range of required environments.

Final Exam Accommodations

QSAS arranges final exam accommodations through the Exams Office. The number of accommodated exams provided by the Exams Office has increased through the years.

Identifying and Responding to Students in Distress (IRSD);
Mental Health: Awareness, Anti-Stigma, Response;
Mental Health First Aid (MHFA) Canada.

Established in 2008, this award recognizes students, staff and faculty who demonstrate innovation, enthusiasm and compassion in creating learning and work environments that allow the full participation of persons with disabilities.

The Equity Office coordinates the nominating group as well as the event.

In honour of Queen's 175th anniversary, the Equity Office and the Human Rights Office will bestow their Human Rights Initiative, Steve Cutway Accessibility, and Employment Equity awards on alumni.

The 2016 Steve Cutway Accessibility Award was presented to Katie Charboneau, Artsci'11, who worked as an accessibility advocate and ambassador during her studies at Queen's. Ms. Charboneau worked to change attitudes on campus, in addition to bringing attention to physical barriers. She spearheaded the creation of a Queen's Accessibility Awareness Month as well as a specialized library, two initiatives that raised awareness of accessibility issues and helped to educate the Queen's community. Accessibility Queen's also hosted an information awareness fair each year, which connected students with groups, committees, and organizations on campus and within the broader Kingston community. Ms. Charboneau is currently doing similar work as the administrative manager with All In. The Kingston-based organization provides expert information, education, support, and opportunity for all individuals and organizations, in the area of mobility impairments.



Health Care Standard

As part of Ontario's Accessibility Action Plan, the Government of Ontario has committed to identifying and addressing accessibility barriers in the health care sector through the creation of a potential new accessibility standard for health care under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The development of an accessibility standard for health care is about addressing barriers to accessibility that persons with disabilities may experience when receiving health care services. The Accessibility Directorate of Ontario and the Ministry of Health and Long Term Care are holding pre-consultations with stakeholders to identify accessibility gaps and barriers specific to the health care sector.

A federal act is being developed to ensure that Canada becomes fully accessible to people with disabilities, effectively implementing the equality rights, which the Charter of Rights and the Canada Human Rights Act guarantee. After the 2015 election, Prime Minister Justin Trudeau named Carla Qualtrough the Minister of Sport and Persons with Disabilities with the [mandate to enact the Canadians with Disabilities Act](#).

On May 29, 2017, the Honourable Carla Qualtrough, Minister of Sport and Persons with Disabilities, released a report entitled, "[Creating new national accessibility legislation: What we learned from Canadians.](#)" The report summarizes the input received following Canada-wide consultations to inform the development of new planned federal accessibility legislation.

QUBS expressed a strong desire to inc

