

2023 Accessibility Compliance Report

Section	Compliance requirement	Compliance Status
General	Has your organization created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements in the IASR?	YES
	Has your organization established and implemented a multi-year accessibility plan?	YES
	Does your organization have a website?	YES
	Is your organization's accessibility plan posted on your organization's website?	YES
	Does your organization provide the accessibility plan in an accessible format when requested?	YES
	Does your organization update the accessibility plan at least once every 5 years?	YES
	Does your organization provide appropriate training on the AODA Integrated Accessibility Standards Regulation?	YES
	Does your organization provide appropriate training on the Human Rights Code as it pertains to people with disabilities?	YES
Information and communications	Does your organization have a process for receiving and responding to feedback that is accessible to people with disabilities?	YES
	Does your organization notify the public about the availability of accessible formats and communications supports with respect to the feedback process?	YES
	Does your organization have one (or more) website(s) which it controls directly or indirectly ('controls' means that your organization is able to add, remove and/or modify content and functionality of the website)?	YES
	Do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions)?	YES, Loyalist College launched the new website in August 2024. It is fully compliant with AODA WCAG 2.2 standards.

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Customer service	Does your organization provide training about providing goods, services or facilities to persons with disabilities to the following? <ul style="list-style-type: none"> • Staff and volunteers • People involved in developing accessibility policies • People providing goods, services or facilities on behalf of the organization 	YES
	Does the training include all of the following: <ul style="list-style-type: none"> • A review of the purposes of the AODA? • A review of the purposes of the Customer Service Standards? • How to interact and communicate with persons with various types of disability? • How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person? • How to use equipment or devices available on the provider’s premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability? • What to do if a person with a particular type of disability is having difficulty accessing the provider’s goods, services or facilities? 	YES, all employees complete a required AODA training that covers accessible customer service items listed above. The AccessAbility team provides guidance, training, and consultations about a variety of accessibility matters upon request.
	Does your organization provide information in an accessible format?	YES
	Is the provision of information in accessible format done so in a timely manner that takes into account the individual’s disability?	YES
	Is the provision of information in accessible format at a cost no more than the regular cost charged to other persons?	YES
Does your organization ever require a person with a disability to be accompanied by a support person when on your premises?	YES	

Section	Compliance requirement	Compliance Status
Customer service (continued)	<p>Does your organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises:</p> <ul style="list-style-type: none"> • Consult with the person with a disability? • Determine a support person is necessary to protect the health or safety of the person with a disability or others on premises? • Determine that there is no other way to protect the health or safety of the person with a disability or others on premises? 	YES
Employment	<p>Does your organization employ any persons with disabilities for whom you have provided individualized workplace emergency response information?</p>	YES
	<p>Does your organization review the individualized workplace emergency response information for all of the following?</p> <ul style="list-style-type: none"> • When the employee moves to a different location in the organization? • When the employee’s overall accommodation needs or plans are reviewed? • When your organization reviews its general emergency policies? 	YES
	<p>Do any of the employees for whom your organization has provided individualized workplace emergency response information require assistance?</p>	YES
	<p>Has your organization, with the employee’s consent, provided the workplace emergency response information to the person designated to provide assistance to the employee?</p>	YES
	<p>Was the individualized workplace emergency response information provided as soon as practicable after your organization became aware of the need for accommodation due to the employee’s disability?</p>	YES

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Design of public spaces	Since January 1, 2017, has your organization constructed new or redeveloped any of the following items? <ul style="list-style-type: none"> • Outdoor public use eating areas • Outdoor play space • Off-street parking • Service counter • Fixed queuing guides • Waiting areas 	YES
	Where applicable, do the newly constructed or redeveloped items meet the general requirements as outlined in the Design of Public Spaces Standards?	YES
	Does your organization’s multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order?	YES

For any questions on the above, please email accessibilityfeedback@loyalistcollege.com or call (613) 969 1913 or TTY 613-962-0633.