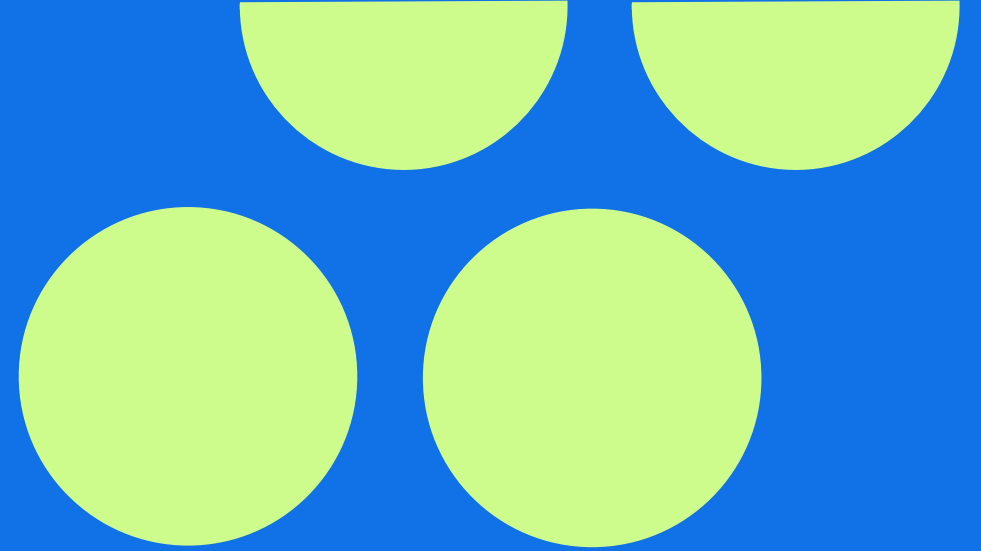


**LOYALiST
COLLEGE**



**Multi-Year
Accessibility
Plan (MYAP)**

2026 — 2031

Published April 30, 2026

Land Affirmation

Loyalist College is built upon the lands governed by the Dish with One Spoon wampum agreement. We affirm and thank the Haudenosaunee, Anishinaabeg, and Huron-Wendat nations for their continued caretaking of the land. We offer respect to Indigenous people from all nations who call this area home. We honour traditional knowledge keepers, past, present and future.

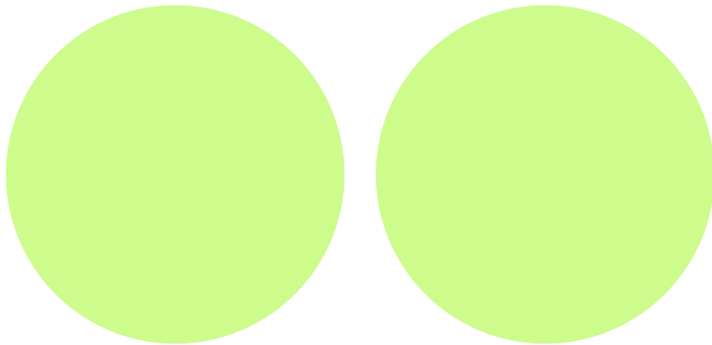


Table of Contents

1. Executive Summary.....	3
2. Institutional Overview	3
3. Institutional Commitment.....	3
4. Leadership Commitment	4
Statement from the President.....	4
Statement from the Executive Sponsor - Accessibility Steering Committee.....	5
5. MYAP Background Information.....	5
Background.....	5
Purpose Statement.....	6
Current State	6
Future Vision	6
6. Strategic Goals by IASR Standard (2026 — 2031)	7
6.1 Year One Focus (2026-27).....	7
6.2 Customer Service Standards.....	8
6.3 General Requirements	10
6.4 Information & Communications Standards	12
6.5 Employment Standards	13
6.6 Design of Public Spaces.....	15
7. Monitoring and Reporting.....	16
APPENDIX A: Acronyms and Abbreviations	16



1. Executive Summary

Loyalist College’s 2026 — 2031 Multi-Year Accessibility Plan (MYAP) establishes a strategic roadmap to embed accessibility into all aspects of institutional operations. The plan emphasizes proactive design, measurable outcomes and sustainable progress over the next five years.

Accessibility is positioned as a core institutional value, not merely a compliance requirement. The college commits to fostering an inclusive environment where students, employees and visitors can fully participate without barriers.

Language Disclaimer: Loyalist College recognizes that language is personal and evolving. Individuals have the right to describe their disability using identity-first or person-first language, based on their own preference. For consistency and clarity within this document, person-first language is used, however, the college respects and will use the language identified by individuals wherever possible when working directly with them.

2. Institutional Overview

Located on more than 200 acres along the Bay of Quinte in Belleville, Ontario, with additional locations in Bancroft, Tyendinaga Mohawk Territory, and Port Hope, Loyalist College provides post-secondary education and training opportunities to a population of approximately 250,000 across Hastings and Prince Edward, Northumberland and Lennox and Addington Counties in Ontario. The college’s main campus is situated in Hastings County, home to more than 161,000 residents, many of whom live in rural communities where access to services, transportation, and community resources may be limited. Loyalist College contributes to the social and economic vitality of Eastern Ontario, generating \$398.9 million in income for the regional economy.

Through its three academic schools — Applied Sciences, Skills and Technology; Business, Creative Industries and Interdisciplinary Studies; Health, Human and Justice Studies — Loyalist College provides career-focused education and training that reflects the demographic, geographic, and socio-economic characteristics of the communities it serves, including persons with disabilities and individuals with diverse accessibility needs.

3. Institutional Commitment

Loyalist College recognizes that accessibility is a shared, college-wide responsibility. The college is committed to ensuring that its programs, services, and facilities are accessible through an ongoing, collaborative process led by the Accessibility Steering Committee. The Committee provides oversight and guidance to support the college in meeting its obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and advancing institutional accessibility.

In doing so, the college is guided by the following core principles:

- Independence
- Dignity
- Equal Opportunity
- Integration

Accessibility is integrated across governance, services, infrastructure, communications and academic and employment experience and is reflected in planning, decision-making and day-to-day operations at all locations (Bancroft, Belleville, Port Hope and Tyendinaga Mohawk Territory).

4. Leadership Commitment

Statement from the President

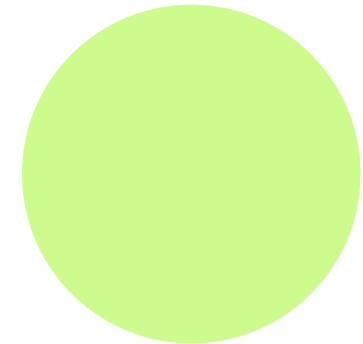
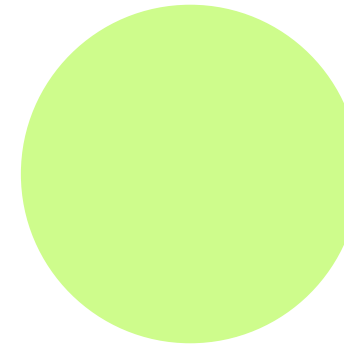
At Loyalist College, accessibility is an important and evolving priority, aligned with our commitment to equity, inclusion and accessible education as outlined in our 2025 – 2030 Strategic Plan. It shapes how we continue to strengthen our community and create environments where all members of our college can participate fully in work and campus life.

The 2026 – 2031 Multi-Year Accessibility Plan sets a clear path forward. It reflects our focus on building a more consistent and integrated approach to accessibility across the institution, and on making thoughtful, measurable progress over time.

This work will require shared accountability and a willingness to learn and evolve. As we move forward, we will be guided by engagement with our community and by our core values of Caring, Accountable, Inclusive, Creative and Engaging. Together, we are committed to advancing a more accessible and inclusive college.



Mark Kirkpatrick
President and CEO



Statement from the Executive Sponsor - Accessibility Steering Committee

As Executive Sponsor of the Accessibility Steering Committee, my focus is on ensuring Loyalist College's commitment to accessibility is translated into coordinated, measurable actions across the institution. This work supports a consistent and strategic approach that aligns accessibility priorities with institutional planning, operational processes and continuous improvement efforts.

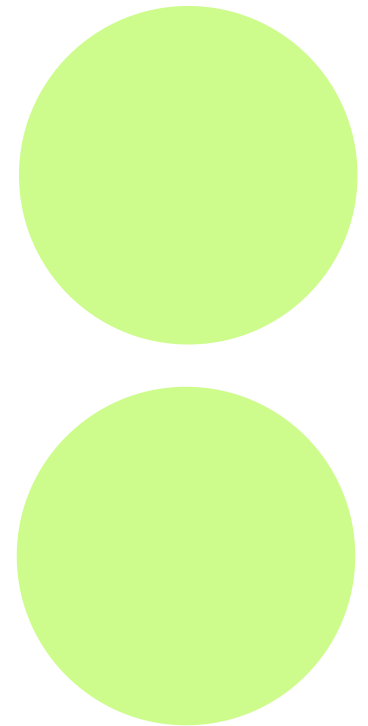
The 2026 — 2031 Multi-Year Accessibility Plan introduces a more structured framework to guide implementation. Our priority is to embed accessibility into core processes by establishing clear expectations, strengthening accountability and reducing variability in how accessibility is understood and applied across departments.

Key areas of focus will include strengthening policy alignment, integrating accessibility into procurement and planning processes and enhancing oversight of both physical and digital environments. We are also prioritizing improved feedback mechanisms to support the timely identification of barriers to access and inform institutional decision-making.

Through targeted learning opportunities, defined expectations and cross-functional collaboration, we will support employees and leaders in their goals of integrating accessibility into their day-to-day responsibilities. I am committed to maintaining momentum and ensuring this work leads to sustainable and measurable improvements across the college.



Leah-Anne Brown
*Vice President,
Human Resources,
Equity, Diversity
and Inclusion*



5. MYAP Background Information

Background

Loyalist College developed its Multi-Year Accessibility Plan (MYAP) in alignment with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR). These standards establish a provincial framework to identify and prevent barriers to access across key areas, including customer service, employment, information and communications and the built and digital environment.

The college has implemented a range of policies, practices and initiatives to support accessibility and meet legislative requirements. This MYAP outlines how this foundational work will be built upon over the 2026–2031 period, ensuring a coordinated and sustained approach to accessibility across the institution. It aligns with the college's guiding mindsets, which embed commitments to equitable, inclusive and accessible learning and working environments.

Purpose Statement

Loyalist College commits to fostering an inclusive and accessible environment where all members of the college community can fully participate in learning, working, residence and campus life.

Through this plan, the college prioritizes the identification and prevention of barriers into its systems, environments and practices, ensuring that accessibility is considered in planning, decision-making and service delivery across the institution. **This plan is a living document**, which will be reviewed annually and updated as legislative requirements, institutional needs and resources evolve. Progress will be reported annually through a report posted on the website.

Current State

Loyalist College has established policies, procedures, and practices that support accessibility and align with AODA requirements. These include accessibility training for employees, processes to support accommodation, and ongoing efforts to improve access to learning, information, services, and facilities for students, employees and the broader college community. To learn more about our progress and commitments, the [bi-annual compliance reports](#) are available on the college's website.

Accessibility is supported through collaboration across departments, with ongoing efforts to identify, remove and prevent barriers, respond to emerging needs, and improve the overall accessibility of the college's physical, digital and learning environments.

This plan builds upon existing efforts by strengthening coordination, enhancing consistency and supporting a more integrated approach to accessibility over time.

Future Vision

By 2031, Loyalist College envisions a proactive and inclusive model, where accessibility is embedded across all aspects of the institution and considered from the outset in planning and decision-making processes.

In this future state:

- Accessibility is consistently applied across all departments, service areas and learning environment
- Systems, digital, learning and building environments and communications are designed inclusively by default
- Students can access and participate fully in learning, services, residence and campus life
- Employees are equipped with knowledge and tools to confidently support accessibility
- Barriers are identified and addressed proactively through data, feedback, and continuous improvement
- Accountability is clear, and progress is measurable through defined metrics and reporting

The college will move beyond compliance to a model that prioritizes inclusion, enhances the experience of students, employees and visitors and reflects a strong institutional commitment to equity and accessibility.

6. Strategic Goals by IASR Standard (2026 — 2031)

The strategic framework below provides a roadmap for five-year implementation, with clear commitments, key actions and accountability.

6.1 Year One Focus (2026-27)

Assessment and Priority-Setting Phase

The first year of this plan will focus on establishing a clear understanding of accessibility across the college. The knowledge and data collected during this phase will inform the prioritization of goals for Y2 (2027-28) – Y3 (2028-29) of the plan and will facilitate the full development of longer-term goals for Y4 (2029-30) and Y5 (2030-31).

Key Activities

- Conduct an institutional accessibility audit (policies, digital, employment, spaces, services)
- Facilitate consultations and focus groups with students, employees and community members, including persons with disabilities
- Establish baseline metrics across IASR standards
- Identify priority barriers and risks
- Develop a centralized tracking and reporting framework

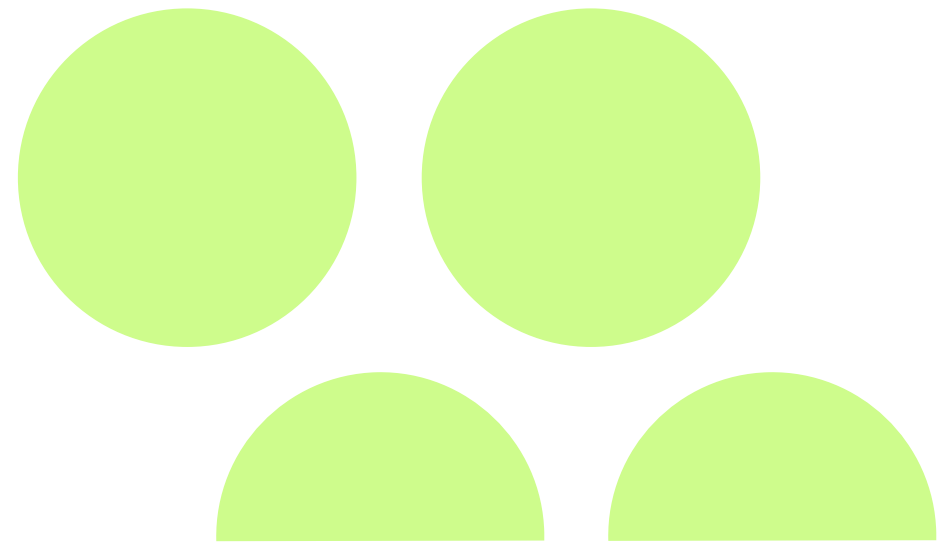
6.2 Customer Service Standards

Commitment: Ensure that all individuals can access services in ways that are inclusive, respectful and responsive to diverse needs.

Multi-Year Actions & SMART Goals

Goal	Action	Timeline	Responsibility	Success Indicator
Assess current service practices	Review existing service practices and identify opportunities for alignment	2026	EDI + ASC + Indigenous Services	Assessment completed with gaps identified and prioritized
Improve consistency of accessible service delivery among employees in customer-facing role across all departments	Update guidance and communicate expectations across departments to increase consistency in application of accessibility principles in service interactions	2027	HR	Increased engagement with accessibility principles reflected in departmental service procedures or guidance documents; improved confidence among employees in responding to accessibility-related needs
Strengthen awareness of available supports	Publish centralized information describing available accessibility supports on webpage, portal and in student welcome packages/ employee onboarding packages	2026 – 2027	MarCom + Student Services + HR	Increased awareness of available supports among employees, students, visitors and community members (survey data)
Improve communication during temporary service disruptions	Promote consistent communication when services or facilities are temporarily unavailable with inclusion of alternative access information in disruption notices	2026	Facilities + IT	Disruption notices include reason, expected duration, and alternative access information with visual aids where appropriate; evidence of coordination between Facilities and IT when disruptions occur
Strengthen accessibility training for “front-line” employees	Identify roles that can benefit from specific/specialized knowledge and training	2026	HR	Roles assessed and shortlisted to inform training content development
	Develop and support role-specific training opportunities	2027 – 2028	HR + IT	Role-specific training modules are implemented on LMS and assigned to student-facing and public-facing employees to complete

Goal	Action	Timeline	Responsibility	Success Indicator
Strengthen accessibility training for “front-line” employees (continued)	Track training completion and address gaps where needed	2029 — 2031	HR	Improved confidence among employees in responding to accessibility-related needs (survey data)
Enhance feedback processes related to institution-wide accessibility	Improve consistency in capturing location-specific accessibility feedback	2026	EDI + SEE	Feedback from includes department or location data points; employees and students are educated on where to access form
	Implement and maintain a centralized, accessible process for collecting, tracking and responding to accessibility feedback	2027 — 2028	EDI + IT	Accessibility-related feedback captured through a centralized system with evidence of actions taken in response to recurring barriers documented
	Utilize feedback data to implement service improvements	Ongoing	ASC	Annual summary of feedback captures themes and provides recommendations for continuous improvement



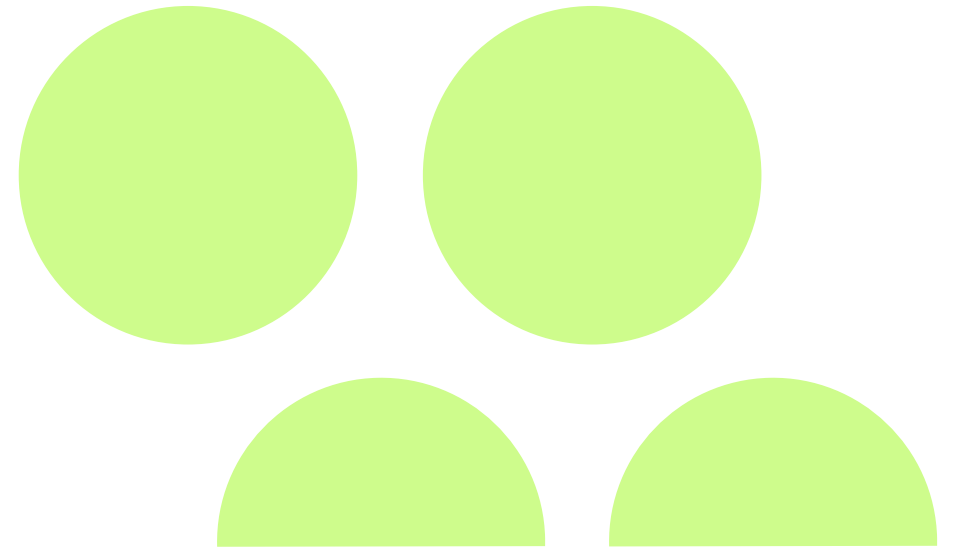
6.3 General Requirements

Commitment: Maintain strong governance, planning and accountability structures that support sustained progress toward accessibility goals.

Multi-Year Actions & SMART Goals

Goal	Action	Timeline	Responsibility	Success Indicator
Establish baseline understanding of accessibility at the institution	Conduct institutional accessibility audit through facilitated consultations and focus groups to collect feedback on accessibility barriers and opportunities for improvement	2026	ASC + HR/EDI + Student Services	Sessions conducted for each group (employee, student, visitors and community members); themes, gaps and recommendations documented
	Develop baseline accessibility metrics	2026	ASC	Baseline indicators established across all standards
Strengthen accessibility governance and accountability	Define roles and reporting structures	2026 – 2027	HR/EDI + Senior Leadership	Clear accountability framework implemented and communicated to all involved parties; promote understanding and gain buy-in from responsible parties
	Develop centralized tracking system	2027	HR/EDI + IT	Annual reporting includes standardized data
Strengthen policy awareness and operational alignment	Update all outdated accessibility-related policies and follow the defined three-year review process	2026	Policy and Governance	All accessibility-related policies are reviewed, updated, and communicated to all Loyalist College community members
	Encourage incorporation of institutional accessibility procedural practices into departmental SOPs	2027 – 2028	Policy and Governance	Reduced variability in how accessibility-related situations are addressed
Embed accessibility into institutional procurement processes	Review procurement practices and develop guidance resources	2026 – 2027	Procurement + ASC	Procurement staff have access to guidance related to accessibility considerations
	Integrate accessibility into procurement and purchasing decisions	2028 – 2029	Procurement	Documented evidence that accessibility features are considered when evaluating major purchases or systems

Goal	Action	Timeline	Responsibility	Success Indicator
Embed accessibility into institutional procurement processes (continued)	Update and maintain accessibility requirements in procurement practices	Ongoing	Procurement	Reduced instances of retroactive accessibility adjustments required for procured goods or services year-over-year
Ensure AODA compliance training for all employees	Maintain general accessibility training for employees and update module as needed	Ongoing	HR	100% completion rate of employee AODA compliance training– documented in HRIS



6.4 Information & Communications Standards

Commitment: Prioritize accessible information and communication practices that enable individuals to access content in formats that meet their needs.

Multi-Year Actions & SMART Goals

Goal	Action	Timeline	Responsibility	Success Indicator
Improve accessibility of digital content	Conduct accessibility audit of websites and public documents	2026	IT + MarCom	Audit completed with adjustments, amendments and corrections prioritized
	Maintain WCAG 2.2 Level AA compliance and integrate applicable Level AAA success criteria in high-impact web content	2027 — 2028	IT + MarCom	Measurable improvement in audit scores annually
Standardize accessible communication practices	Develop accessible templates and guidelines	2026 — 2027	MarCom	Templates adopted across departments
	Deliver training on accessible content creation	Ongoing	MarCom + CLLAE	Increased staff participation and improved audit results
Improve processes to request accessible formats and supports	Clarify and streamline the process for requesting accessible formats, including clear intake pathways and defined response steps	2026	MarCom + ASC	Reduced response time for requests
Shift from reactive to proactive accessibility incorporation for all college-produced content	Embed accessibility into content creation workflows for publicly shared content (print or digital) and course materials	2028 — 2029	MarCom + IT + CLLAE	Year-over-year reduction in accessibility-related complaints
	Audit course delivery materials annually	Ongoing	CLLAE	Reduction in non-accessible course delivery materials in circulation

6.5 Employment Standards

Commitment: Prioritize inclusive employment practices that support accessibility throughout the employee lifecycle.

Multi-Year Actions & SMART Goals

Goal	Action	Timeline	Responsibility	Success Indicator
Establish and address baseline understanding of employment accessibility	Review recruitment, onboarding and accommodation processes and documentation for inclusive language	2026	HR	Assessment completed with gaps and baseline data points documented
	Implement improvements and update recruitment, onboarding and accommodation processes based on identified gaps	2027 — 2028	HR	Priority gaps addressed and updated processes in use across relevant areas
	Provide guidance to all hiring managers to facilitate and support accommodation requests	2027 — 2028	HR	Integrated and streamlined approach for handling accommodation requests and needs between HR and hiring department
Increase awareness of accommodation processes including IAPs, IERPs and RTW	Develop and implement a communication strategy to promote awareness of accommodation and individualized plan processes and request pathways	2027	HR	Documented process for Individual Accommodation Plans available on HR portal; at least 80% of employees report awareness (survey)
Improve utilization of IAPs and IERPs	Maintain documentation outlining how accommodations can be requested	Ongoing	HR	Year-over-year increase in document views after implementation (tracked on SharePoint)
	Establish a review process for IERP information when roles or working locations change	2026	HR	Reduced delays in implementing approved workplace accommodations
	Encourage ongoing dialogue regarding accommodation needs	Ongoing	HR	

Goal	Action	Timeline	Responsibility	Success Indicator
Strengthen inclusive recruitment practices	Ensure all postings include inclusive and intentional accommodation statements	Ongoing	HR	100% compliance in all job postings
	Develop and implement an Accommodation Request Form replacing generic invite to submit accommodations requests via email	2026	HR	Ability to gather data on utilization; increase in comfort disclosing needs for accommodation during the recruitment process.
	Provide online disability awareness and bias training for all hiring managers and interview panelists	2027 — 2028	HR	Certificate of completion received by HR for 100% of hiring panel participants prior to conducting any interviews
Improve manager capacity to respond to accessibility and accommodation needs	Deliver accessibility training for people managers	2027 — 2028	HR	At least 90% completion rate - tracked in HRIS
Embed accessibility into onboarding process	Integrate accessibility supports and accommodation request documentation into onboarding packages	2027	HR	100% of onboarding packages include accessibility information
Establish accountability and monitoring framework	Develop employment accessibility metrics and reporting	2027 — 2028	HR + ASC	Annual reporting includes measurable indicators

6.6 Design of Public Spaces

Commitment: Prioritize accessible physical environments that support safe and independent navigation of college spaces at all locations.

Multi-Year Actions & SMART Goals

Goal	Action	Timeline	Responsibility	Success Indicator
Establish baseline of physical accessibility	Conduct campus accessibility audit	2026	Facilities	Audit completed with necessary improvements identified and prioritized
Improve wayfinding and accessible navigation	Review current navigation tools for accessibility consideration	2026	Facilities	Opportunities to improve clarity of wayfinding signage identified and prioritized
	Update maps, signage and placement of signs	2027 — 2028	Facilities	Accessibility information reflected in campus maps where applicable; improved visibility and clarity of signs for various user abilities
Embed accessibility into capital planning processes	Review accessibility considerations in space design practices	2026	Facilities + Senior Leadership	Accessibility gaps identified in existing plans and addressed before any construction begins; process for ensuring accessibility considerations is documented and expectation for this to be consulted for all new projects is clearly communicated
	Maintain accessible design considerations in new or updated spaces	Ongoing	Facilities + Senior Leadership	Accessibility considerations beyond minimum compliance requirements are included in project plans wherever feasible
Formalize process for reporting physical barriers	Implement process for reporting physical barriers	2026 — 2027	Facilities + IT	Year-over-year reduction in barriers reported, starting from year of implementation; tracked record of resolved issues.
Maintain ongoing compliance	Conduct annual accessibility audits	Ongoing	Facilities + ASC	Annual audit completed with documentation including identified barriers, recommended actions and priority of actions.

7. Monitoring and Reporting

- Annual Accessibility Status Report (publicly posted on website)
- Departmental progress updates and KPIs
- Continuous monitoring of training, audits, feedback, procurement and infrastructure
- Corrective actions required for any gaps identified

APPENDIX A: Acronyms and Abbreviations

Acronym / Abbreviation	Meaning
AODA	Accessibility for Ontarians with Disabilities Act
ASC	Accessibility Steering Committee
CLLAE	Centre of Leadership, Learning and Academic Excellence
EDI	Equity, Diversity and Inclusion
HR	Human Resources
HRIS	Human Resources Information System
IAP	Individual Accommodation Plan
IASR	Integrated Accessibility Standards Regulation
IERP	Individual Emergency Response Plan
IT	Information Technology
KPI	Key Performance Indicator
MarCom	Marketing and Communications
RTW	Return-to-work
SEE	Student Experience and Engagement
SOP	Standard Operating Procedure

