

Queen's Timelines for Compliance with the **Accessibility Standards for Customer Service** (Regulation 429/07) and the **Integrated Accessibility Standards** (Regulation 191/11)

<p>Queen's University is a Large Designated Public Sector Organization - 50+ employees</p> <p>Note: All WCAG 2.0 requirements only apply to websites, web content (published from 2012 on), and web-based applications that an organization controls directly or through a contractual relationship that allows for modification of the product, except where meeting the requirement is not practicable</p>	<p>Training - ensure that every person who deals with the public and/or who participates in developing policies, practices, and procedures governing the provision of goods and services receives training</p>	<h2 style="text-align: center;">2013</h2>	<p>Information & Communications</p>
<h2 style="text-align: center;">2010</h2>	<p>Provision of notice of availability of documents upon request</p>		<p>General</p>
<p>Customer Service</p>	<p>Provision of documents in a format that takes into account the person's disability</p>	<p>Development of written policies and a statement of organizational commitment</p>	
<p>Establishment of policies, practices, and procedures governing provision of goods and services to persons with disabilities that deals with the use of assistive devices and communicating with persons with disabilities in a manner that takes into account the person's disability</p>	<h2 style="text-align: center;">2012</h2>	<p>Preparation of a multi-year accessibility plan at least once every 5 years done in consultation with persons with disabilities</p>	<p>Provision of student records and information on program requirements, availability and descriptions in an accessible</p>
	<p>Information & Communications</p>	<p>Submission of annual compliance reports and posting of reports on our website</p>	<p>Provision of student records and information on program requirements, availability and descriptions in an accessible</p>
<p>Establishment of policies, practices, and procedures governing use of service animals and support persons</p>	<p>Provision of emergency procedures, plans, or public safety information in an accessible format or with appropriate communication supports, upon request</p>	<p>Development of a procurement policy describing how Queen's will consider the needs of persons with disabilities when procuring or acquiring goods, services, or facilities (physical infrastructure)</p>	<p>Accessibility awareness training related to accessible program or course delivery and instruction provided to educators</p>
<p>Establishment of policies, practices, and procedures governing notice of temporary disruptions</p>	<p>Employment</p>	<p>Development of a procurement policy describing how Queen's will consider the needs of persons with disabilities when procuring or acquiring goods, services, or facilities (physical infrastructure)</p>	<p>Accessibility awareness training related to accessible program or course delivery and instruction provided to educators</p>
	<p>Individual Workplace emergency response information</p>	<p>Incorporation of accessibility features when designing, procuring, or acquiring self-serve kiosks</p>	<p>Accessibility awareness training related to accessible program or course delivery and instruction provided to educators</p>
			<p>Transportation</p>
			<p>When Queen's provides transportation services, it will also provide accessible vehicles or equivalent services upon request</p>

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2014	Employment		2021
General	Accommodation of persons with disabilities in the recruitment, assessment and selection process	Make available, upon request, accessible or conversion ready versions of textbooks	Information and Communications
<p>Training all employees, volunteers, policy developers, and all others who may provide goods or services on behalf of Queen's on the Regulation and on the <i>Human Rights Code</i>, a record of the training provided shall be kept</p>	<p>Provision of accessible formats and communications supports for employment</p> <p>Documented individual accommodation plans</p> <p>Return to work process for employees who have absent from work due to disability</p>	<p>Where available, our Libraries will be required to provide an accessible or conversion ready format of print-based resources or materials, upon request (some exceptions)</p>	<p>Ensure all internet websites and web content will conform to established WWW Consortium Web Content Accessibility Guidelines 2.0., Level AA (some exceptions)</p>
Information and Communications	Performance management processes in respect of employees with disabilities	2020	
Ensuring our feedback processes are accessible to persons with disabilities	Career development and advancement of employees with disabilities	Information and Communications	Human Rights Code
Ensuring new internet websites and web content will conform to established WWW Consortium Web Content Accessibility Guidelines 2.0., initially at Level A	Redeployment of employees with disabilities	Make available, upon request, accessible or conversion ready versions of printed material that are educational or training supplementary learning resources	The requirements in the standards set out in this Regulation are not a replacement or a substitution for the requirements established under the <i>Human Rights Code</i> nor do the standards limit any obligations owed to persons with disabilities under this or any other legislator
	2015	Where available, our Libraries will be required to provide an accessible or conversion ready format of digital and multimedia resources or materials, upon request (some exceptions)	
	Information & Communications		
	Provision of accessible formats and communication supports for persons with disabilities, upon request		

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