ACCESS Queen's
Building an Inclusive and Accessible Community

Our Commitment

Queen's University is committed to building a campus community that is inclusive for all individuals, and ensuring that its services, supports and spaces are accessible for persons with disabilities.

We are a community that works together to create an environment where everyone has a full and enriching Queen's experience.

Successful learning, living, and employment outcomes are the result of a shared responsibility and commitment on the part of students, staff, faculty, and senior administrators towards removing and preventing barriers to participation.

The Core Principles of Accessibility

What is accessibility? It simply means giving people of all abilities opportunities to participate fully in everyday life.

The Accessibility for Ontarians with Disabilities Act (AODA) was passed in 2005. Its goal is to make Ontario accessible for people with disabilities by 2025.

At Queen's we are committed to upholding the four core principles of the AODA.

Honouring someone's **Independence** means recognizing when a person is able to do things on their own without unnecessary help or interference from others.

Showing consideration for someone's **Dignity** means providing goods, services, facilities, accommodation, employment, buildings, structures and premises in a way that allows the individual to maintain self-respect and the respect of other persons.

We aim for **Integration** so that goods, services, facilities, accommodation, employment, buildings, structures and premises can be provided in a way that allows all individuals to benefit in the same place and in the same or similar way as others.

We strive for **Equality** by providing goods, services, facilities, accommodation, employment, buildings, structures and premises to individuals in an equitable way so that they have access equal to that given to others.

Accessibility Hub

The Accessibility Hub is a central online resource for accessibility at Queen's. It will serve to elevate inclusion and improve access for everyone on our campus. The Accessibility Hub will not only provide support and feedback concerning accessibility initiatives, it will also serve as an online community for those seeking information on disability and accessibility issues on campus, and assist the university in meeting its obligations under the AODA.

queensu.ca/accessibility

Follow on Twitter @AccessHubQU

> "I think of 'accessibility' as very much connected to one of the Library's core values – 'information access'. That refers to many things, from the collections we make available to the services and spaces we provide, and across the board it means removing barriers as much as possible, for everyone. A disability shouldn't be the determining factor in what you're able to read or where you're able to study."
> **Martha Whitehead**
> **University Librarian**

> "Accessibility means providing resources and opportunities for students of all abilities to thrive. But it also means heightening awareness of accessibility issues amongst the general populace; without widespread understanding, true inclusivity is difficult to achieve. We must continually place accessibility at the forefront of social conversation in order to create a community that is accepting of all."
> **Julie Harmgardt**
> **Founder and Chair, InvisAbilities**

> "An accessible workplace allows us to properly recruit and retain a diverse workforce to ensure we continue to grow and succeed in a competitive environment."
> **Sydney Downey**
> **Specialist, Return to Work and Accommodation Services, Employee and Labour Relations, Human Resources**

Steve Cutway Accessibility Award

The Award acknowledges the efforts of faculty, staff and students who demonstrate creativity, enthusiasm, innovation and commitment to creating a learning and work environment in which persons with disabilities enjoy full participation.

Any member of the Queen's community, including students, staff, faculty or alumni, as well as members of the general Kingston community who have an interest in Queen's University, may submit nominations.

queensu.ca/accessibility/nominate

AODA Training Suite

As part of its obligations under the AODA, the university is required to provide training to everyone who acts on its behalf. This training requirement applies to faculty, staff, managers, directors, department heads, senior administrators and student leaders.

Have you done your training? If not, please go to
queensu.ca/equity/training

Accessibility Statement

The statement can be published on websites and in meeting agendas, pamphlets, brochures, print publications, conference invitations and locations as appropriate. The accessibility statement is aimed at ensuring that persons who experience barriers to access can obtain the services and information they need.

The statement's first part affirms the university's commitment to accessibility and the second, which can be customized by each department, indicates the availability of accessible documents or other resources.

> Queen's is committed to an inclusive campus community with accessible goods, services, and facilities that respect the dignity and independence of persons with disabilities. **(Your document/event/service, etc.)** is available in an accessible format or with appropriate communication supports upon request.
>
> Please contact **(Department/Person)** in one of the following ways:
>
> Email:
> Phone:
> In person:

Resources

Accessibility on CAMPUS

Accessibility Queen's
aq@ams.queensu.ca
facebook.com/AccessibilityQueens

The Accessibility Hub
Accessibility.hub@queensu.ca
queensu.ca/accessibility
613-533-6000 ext 75734

Campus Accessibility Guide
queensu.ca/camplan/access

Equity Office
equity@queensu.ca
queensu.ca/equity
613-533-2563

Human Rights
hrights@queensu.ca
queensu.ca/humanrights
613-533-6886

InvisAbilities
invisabilities.org/queens-invisabilities

IT Services – Web Accessibility
queensu.ca/its/accessibility

Accessibility in the CLASSROOM

The Adaptive Technology Centre
chittend@queensu.ca
library.queensu.ca/websrs
613-533-2833   TTY 613-533-3346

The Centre for Teaching and Learning
ctl@queensu.ca
queensu.ca/ctl
613-533-6428

Disability Services
hcds.dso@queensu.ca
queensu.ca/hcds/ds
613-533-6467   TTY 613-533-6566

E-Reserves at Queen's
library.queensu.ca/ereserves

Regional Assessment and Resource Centre
pennella@queensu.ca
queensu.ca/rarc
613-533-6311

Student Academic Success Services
academic.success@queensu.ca
sass.queensu.ca
613-533-6315

Accessibility in the WORKPLACE

Accessible Procurement
queensu.ca/accessibility/facultystaff/procurement

Accommodation in the Workplace
queensu.ca/humanresources/policies/workplace issues/accommodation.html

Individualized Emergency Response Plans
queensu.ca/humanresources/employees/ emergencyresponseplans.html

> "Queen's University is committed to making its learning, living and work environments accessible and inclusive in a way that respects the dignity and independence of persons with disabilities. Advancing accessibility and ensuring compliance with the AODA is a responsibility shared by all members of the Queen's community."
> **Alan Harrison,**
> **Provost and**
> **VP (Academic)**

> A place where accessibility is part of daily life in policy, practice, and spirit.
> **Audrey Kobayashi, BA, MA, PhD**
> **Professor and Queen's**
> **Research Chair, Department**
> **of Geography**

For many more resources, please visit our Accessibility Hub at queensu.ca/accessibility
Tell us how we are doing or report a barrier using our Accessibility Feedback form.
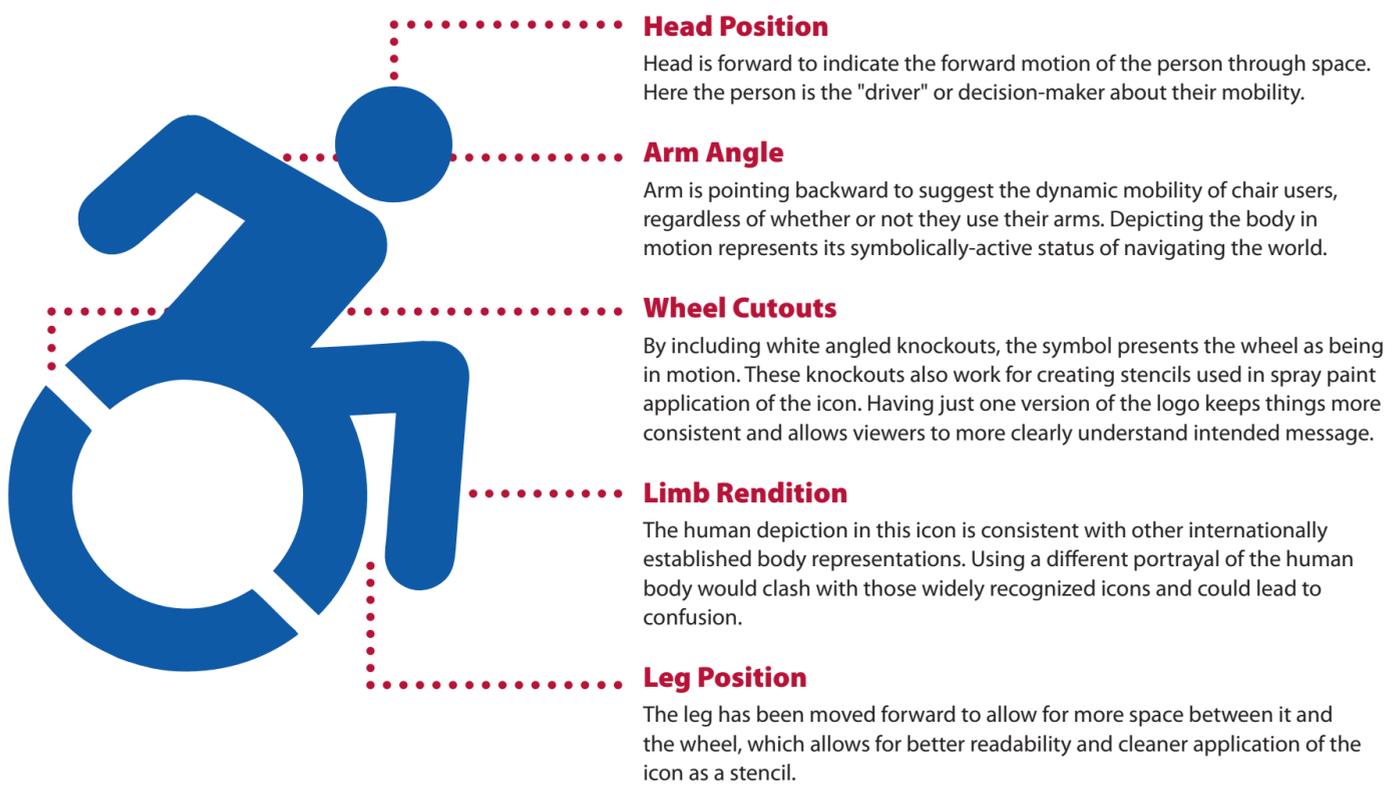
Queen's is committed to an inclusive campus community that respects the dignity and independence of persons with disabilities. This folder is available in an accessible format or with appropriate communication supports upon request.

Please contact the Equity Office in one of the following ways:
Email: equity@queensu.ca   Phone: 613-533-2563   In person: B513 Mackintosh-Corry Hall

Thank you to AMS Accessibility Queen's for their generous support.

Accessible Icon

The Accessible Icon Project (www.accessibleicon.org), led by an international disability activist organization, encourages individuals with all abilities to re-imagine accessibility at their workplaces and schools and in their community. The previous International Symbol of Access has been transformed to look like a symbol of access – active, engaged, and ready-for-action!

 We are taking this opportunity to introduce the new symbol to the Queen's community and to open conversation about changing people's perceptions about disability.

Head Position
Head is forward to indicate the forward motion of the person through space. Here the person is the "driver" or decision-maker about their mobility.

Arm Angle
Arm is pointing backward to suggest the dynamic mobility of chair users, regardless of whether or not they use their arms. Depicting the body in motion represents its symbolically-active status of navigating the world.

Wheel Cutouts
By including white angled knockouts, the symbol presents the wheel as being in motion. These knockouts also work for creating stencils used in spray paint application of the icon. Having just one version of the logo keeps things more consistent and allows viewers to more clearly understand intended message.

Limb Rendition
The human depiction in this icon is consistent with other internationally established body representations. Using a different portrayal of the human body would clash with those widely recognized icons and could lead to confusion.

Leg Position
The leg has been moved forward to allow for more space between it and the wheel, which allows for better readability and cleaner application of the icon as a stencil.

Timeline

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

2010

Customer Service
- Establishment of policies, practices, and procedures governing provision of goods and services to persons with disabilities that deal with the use of assistive devices and communicating with persons with disabilities in a manner that takes into account the person's disability
- Development of training practices for every person who deals with the public and/or who participates in developing policies, practices and procedures governing the provision of goods and services
- Establishment of policies, practices, and procedures governing notice of temporary disruptions
- Establishment of policies, practices and procedures governing use of service animals and support persons
- Provision of notice of availability of documents upon request
- Provision of documents in a format that takes into account the person's disability

2012

Information and Communication
- Provision of emergency procedures, plans, or public safety information in an accessible format or with appropriate communication supports, upon request

Employment
- Individual workplace emergency response information

2013

General
- Development of written policies and a statement of organizational commitment
- Submission of annual compliance reports and posting of reports on website
- Preparation of a multi-year accessibility plan at least once every five years
- Incorporation of accessibility features when designing, procuring or acquiring self-serve kiosks
- 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

Information and Communication
- Procurement of an accessible or conversion-ready electronic format for educational or training resources materials
- Provision of student records and information on program requirements, availability, and descriptions in an accessible format
- Accessibility awareness training for educators related to accessible program or course delivery and instruction

2014

General
- Training all employees, volunteers, policy developers, and all others who may provide goods or services on behalf of Queen's on the Integrated Accessibility Standards Regulation and on the Human Rights Code. A record of the training provided shall be kept

Information and Communication
- Ensuring our feedback processes are accessible to persons with disabilities
- Ensuring *new* internet websites and web content conforms to established WWW Consortium Web Content Accessibility Guidelines (WCAG) 2.0., initially at Level A

Employment
- Provision of accessible formats and communication supports for employees upon request
- Accommodation of persons with disabilities in the recruitment, assessment and selection process
- Documented individual accommodation plans
- Redeployment practices to take into account accessibility needs of employees with disabilities
- Establishment of return to work processes for employees who have been absent from work due to disability
- Establishment of performance management processes that take into account accessibility needs of employees
- Career development and advancement of practices shall take into account accessibility needs of its employees

2015

Information and Communication
- Provision of accessible formats and communication supports for persons with disabilities, upon request
- Make available, upon request, accessible or conversion-ready versions of textbooks
- 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)

2016

Design of Public Space
- Newly constructed and redeveloped outdoor public-use eating areas shall adhere to accessibility requirements
- Newly constructed and redeveloped off-street parking facilities and on-street parking spaces shall adhere to accessibility requirements
- Newly constructed and redeveloped exterior paths of travel shall adhere to accessibility requirements
- New service counters (inclusive of replacing existing service counters) shall adhere to accessibility requirements
- Fixed queuing guides shall adhere to accessibility requirements
- Newly constructed or redeveloped waiting areas where the seating is fixed to the floor shall adhere to accessibility requirements
- Queen's Accessibility Plan shall include procedures for preventative and emergency maintenance of accessible elements in public spaces as well as procedures for dealing with temporary disruptions when required accessible elements are not in working order

2020

Information and Communication
- Make available, upon request, accessible or conversion-ready versions of printed material that are used for training
- Where available, our Libraries will be required to provide an accessible or conversion-ready format for digital and multimedia resources or materials upon request (some exceptions)

2021

Information and Communication
- Ensure *all* internet websites and web content conforms to established WCAG 2.0, Level AA (some exceptions)

For information on current compliance practices at Queen's, contact the Equity Office at equity@queens.ca or 613.533.2563.