



Multi-year Accessibility Plan (AODA) – Ontario

Intent

This accessibility plan outlines the strategy of Alma Mater Society of Queen's University to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

In preparing accessibility plans, the following shall be addressed:

- The Plan shall report on the measures the AMS has taken to identify, remove, and prevent barriers to persons with disabilities;
- The Plan shall describe the measures in place to ensure that the AMS assesses its policies, practices, programs, and services to determine their effect on accessibility for persons with disabilities;
- The Plan shall describe the measures the AMS intends to take in the coming years to identify, remove, and prevent barriers to persons with disabilities;
- The AMS shall make the Plan and its status reports available to the public and in an alternative format upon request.

Statement of Commitment

Alma Mater Society of Queen's University is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations.

Alma Mater Society of Queen's University understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact The Human Resources Office.

Multi-year Accessibility Plan

This plan is in effect from January 1st 2024 to Dec 31st 2029

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact Troy Buchanan, Facilities

Officer by (slc.facilities@ams.queensu.ca) or Ian Trew, Human resources Officer at hro@ams.queensu.ca.

Completed Initiatives

Alma Mater Society of Queen's University has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

Information and Communication Standards

The Alma Mater Society of Queen's University prioritizes accessible communication in both digital and non-digital forms. It actively ensures that individuals with disabilities have access to information by adhering to recognized accessibility standards such as the Web Content Accessibility Guidelines (WCAG). This commitment encompasses various forms of communication standards, including but not limited to:

Digital Marketing

- Online promotional content, such as advertisements, banners, and social media posts, adheres to accessibility standards
- Alt text is provided for images and multimedia content.
- Hyperlinks and calls-to-action are designed to be easily navigable and compatible with screen readers

Printed Materials

- Printed promotional materials are designed with clear fonts and appropriate color contrasts to enhance readability.
- Where possible, printed materials include contact information or reference to accessible digital versions for people who may require digital formats.

Web Content

- Intuitive website navigation with clear and consistent menus and links
- Interactive elements designed for ease of use and compatibility with assistive technology
- Consistency in design elements to facilitate a seamless experience for users

The Alma Mater Society of Queen's University is committed to transparency and ensuring accessibility. To facilitate this commitment, a dedicated section on the AMS website has been created where individuals can find the AODA statement of commitment, Accessibility Policy, the multi-year accessibility plan, and a feedback form where individuals can provide formal feedback.

Employment Standards

The Alma Mater Society of Queens University meets all legislated requirements as per employment standards and complies with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Accessibility Queen's, a committee under the Social Issues Commission, provides grants for initiatives designed to improve physical, academic, and social accessibility for Queen's students across campus. These grants will be awarded to initiatives that best meet the eligibility requirements as listed in the grant application.

Transportation Standards

- All students receive a Kingston Transit bus pass (All city busses comply with accessibility requirements and
- The AMS Taxi Bursary exists to assist students who have temporary mobility difficulties with extra costs they may face. Students may apply for this bursary through Student Awards, maximum available amount is \$250.

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

- While renovating Common Ground service, lowered counters to wheelchair accessible height

Customer Service Standards

- All staff are required to review and sign off on the Customer Service Standards Policy as well as complete a mandatory 42-minute immersive training course, AODA Customer Service Standards Training upon being hired.

New and Ongoing Initiatives

Alma Mater Society of Queen's University plans to take or is in the process of completing the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

- The AMS in partnership with Queens University has undertaken an automatic opener project to better serve the students and staff at Queens University. The project, when complete will add a 3rd accessible entrance into the Queens Centre on the Southeast corner leading to Mitchell Hall. This entrance, when completed, will allow students and staff better access to various buildings without unnecessary travel out of their way. This opener will eliminate several hundred extra feet while traversing on Campus, and completely bypass difficult walkways along the route.
- The AMS is currently in the process of a large-scale renovation project which will address all of our accessibility requirements. The old building, known as the John Deutsch University Centre (JDUC) dates back to the early 1900's, has seen many additions and add on ons over the years. So, as expected, a building of such an age did have many barriers and accessibility issues.