



McMaster University Accessibility Plan 2011-2025

McMaster Accessibility Council (MAC), January 2012

McMaster University Accessibility Plan 2010-2025

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SECTION 1: INTRODUCTION

The McMaster Accessibility Council (MAC) is responsible for ensuring the University's adherence to Accessibility Standards under the Accessibility for Ontarians with Disabilities Act (AODA). The Council provides a mechanism for planning, reviewing and evaluating the implementation of the AODA Accessibility Standards within the University. MAC is responsible for addressing the identified barriers and developing the plan for the removal and prevention of barriers. MAC will also review work from the previous year to determine if all objectives have been met, identify reasons for unaddressed objectives, and specify how these objectives can be re-instituted going forward. MAC shall review its membership on an annual basis to ensure adequate representation from persons with disabilities.

McMaster University introduced its first accessibility plan in compliance with the Ontario Disabilities Act (ODA) in the 2003-2004 academic year. This plan outlined a number of accomplishments McMaster has achieved over the last few years in terms of barrier removal, and active steps taken to prevent barriers. This list is not exhaustive, and McMaster recognizes that individual departments make many efforts to accommodate without necessarily seeking recognition. The university applauds such efforts and encourages continuation of this practice. This document contains a record of known accomplishments as a means of demonstrating its efforts in the removal and prevention of barriers to access for persons with disabilities.

- Customer Service (compliance January 2010)
- Integrated Accessibility Standards Regulation (compliance July 2011)
 - Information and Communication
 - Employment
 - Transportation
- Built Environment

This continually expanded 2010-2025 document is but one snapshot of a series of successive plans, and continues to be a model for future accessibility plans. It retains a progressive plan of activities that forecast full implementation of the AODA standards by 2025. This Plan will be updated annually to reflect progress made towards full compliance with the AODA. Each year, the plan for the current year will be addressed through the McMaster Accessibility Council (MAC).

SECTION 2: AREAS OF ACCESS TO BE ADDRESSED

In 2005, the provincial government enacted the Accessibility for Ontarians with Disabilities Act, (AODA). The goal of this Act is to make Ontario fully accessible to persons with disabilities by 2025.

The following categories arise from the AODA and shall also be reported in the University's annual plan:

1. Customer Service
2. Built Environment
3. Information and Communication Systems
4. Transportation
5. Employment

As each of the above five standards of the AODA are codified as regulations, creating legal obligations for the University, the annual Accessibility Plan will compare its accomplishments in enhancing accessibility with the formal requirements of each standard. As of October 2011, the Customer Service Standard (O.Reg. 429/07) and the Integrated Accessibility Standards Regulation (Or. Reg. 191/11) have been finalized into regulation, and McMaster has met its primary obligations under those regulations, namely the provision of mandatory training for those engaged in the provision of services to members of the public, and the establishment of policies and practices to promote and safeguard accessibility.

SECTION 3: MCMASTER UNIVERSITY ACCESSIBILITY PLAN*

3 (a) This portion of the Accessibility Plan reflects those initiatives that are contained in the standards currently finalized and in force.

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Customer Service Standard O. Reg 429/07	Establishment of Policies, Practices and Procedures	<p>Policies and Practices must be compatible with the following principles:</p> <ol style="list-style-type: none"> 1. Respect for dignity and independence 2. Integration 3. Equality <p>Specific Policies and Procedures will be developed on:</p> <ol style="list-style-type: none"> 1. Use of Service Animals or Support Persons 2. Notice of Temporary Disruptions 	2010 and ongoing	January 1, 2010

* Last revised October 2011.

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
	Training	<p>Customer Service training must be provided for:</p> <ul style="list-style-type: none"> • Those who interact with members of the public on behalf of the University: ▪ Persons who participate in developing the McMaster's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties. 	<p>2010 and ongoing</p> <p>Training is accessible at: www.mcmaster.ca/accessibility</p>	January 1, 2010
	Feedback Process	<p>Establish an accessible process for receiving and responding to feedback about the manner in which McMaster provides goods or services to persons with disabilities.</p> <p>The information about the process will be readily available to the public.</p>	2010 and ongoing	January 1, 2010

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 3	Part I General Establishment of Accessibility Policies	s. 3(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation	2011 and ongoing McMaster Accessibility Policy is available at: http://www.mcmaster.ca/policy/General/HR/Accessibility.pdf	January 1, 2013
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 4	Accessibility Plans	s. 4(1) Designated public sector organizations shall, (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years	2011 and ongoing McMaster University Accessibility Plan is available at: http://www.mcmaster.ca/accessibility/plan.html	January 1, 2013

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 4		s. 4(2) Designated public sector organizations shall establish, review and update their accessibility plans in consultation with persons with disabilities and if they have established an accessibility advisory committee, they shall consult with the committee.	2011 and ongoing	January 1, 2013
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 4		s. 4(3) Designated public sector organizations shall, (a) prepare an annual status report on the progress of measures taken to implement the strategy referenced in clause (1)(a); and (b) post the status report on their website, if any, and provide the report in an accessible format upon request.		January 1, 2013

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 5	Procuring or acquiring goods, services or facilities	s. 5(1) Public sector organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.		January 1, 2013
		s. 5(2) If a designated public sector organization determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring good, services or facilities, it shall provide, upon request, an explanation.		January 1, 2013
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 6	Self-service kiosks	s. 6. Without limiting the generality of section 5 designated public sector organizations shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks. ¹		January 1, 2013

¹ “Kiosk” means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 7	Training	<p>s. 7(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization's policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>		January 1, 2014
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 11	Part II Information and Communication Standards Feedback	<p>s. 11 (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p>	2010 and ongoing ⇒ see aoda@mcma-ster.ca feedback box	January 1, 2014

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 12	Accessible formats and Communication Supports	<p>s. 12 (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p>		January 1, 2015
		s. 12 (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.		January 1, 2015
		s. 12 (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.		January 1, 2015

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 13	Emergency procedure plans, or public safety information	s. 13 (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.		January 1, 2012
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 14	Accessible websites and web content	s. 14 (2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA		<p>January 1, 2014 – new internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>January 1, 2021 – all internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <p>i. success criteria 1.2.4 Captions (Live), and</p> <p>ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded).</p>

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 15	Educational and training resources and materials, etc.	<p>s. 15(1) Every obligated organization that is an educational or training institution shall do the following, if notification of need is given:</p> <p>1. Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by,</p> <ul style="list-style-type: none"> i. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or ii. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format. 		January 1, 2013

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
		<p>s. 15 (1) cont'd</p> <p>2. Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.</p>		January 1, 2013
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 16	Training to educators	s. 16 (1) In addition to the requirements under section 7, obligated organizations that are school boards or educational or training institutions shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction.		January 1, 2013
		s. 16 (2) Obligated organizations that are school boards or educational or training institutions shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.		January 1, 2013

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 17	Producers of educational or training material	<p>s. 17 (1) Every obligated organization that is a producer of educational or training textbooks for educational or training institutions shall upon request make accessible or conversion ready versions of the textbooks available to the institutions.</p> <p>(2) Every obligated organization that is a producer of print-based educational or training supplementary learning resources for educational or training institutions shall upon request make accessible or conversion ready versions of the printed materials available to the institutions.</p>		<p>January 1, 2015 – for accessible or conversion- ready versions of textbooks</p> <p>January 1, 2020 - for accessible or conversion ready versions of printed materials that are educational or training supplementary learning resources</p>

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 18	Libraries of educational and training institutions	<p>s. 18 (1) Subject to subsection (2) and where available, the libraries of educational or training institutions that are obligated organizations shall provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request.</p> <p>(2) Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1).</p>		<p>January 1, 2015 – for print-based resources or materials</p> <p>January 1, 2020 – for digital or multimedia resources or materials</p>
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 22	<p>Part III Employment Standards</p> <p>Recruitment, general</p>	s. 22 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.		January 1, 2014

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 23	Recruitment, assessment or selection process	<p>s. 23 (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>		January 1, 2014
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 24	Notice to successful applicants	s. 24 Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.		January 1, 2014

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 25	Informing employees of supports	s. 25 (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.		January 1, 2014
		s. 25 (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.		January 1, 2014
		s. 25 (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.		January 1, 2014

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 26	Accessible formats and communication supports for employees	<p>s. 26 (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace.</p>		January 1, 2014
		<p>s. 26 (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>		January 1, 2014

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 27	Workplace emergency response information	s. 27 (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.		January 1, 2012
		s. 27 (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.		January 1, 2012
		s. 27 (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.		January 1, 2012

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
		<p>s. 27 (4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee's overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>		January 1, 2012
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 28	Documented individual accommodation plans	s. 28 (1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.		
		<p>s. 28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>2. The means by which the employee is assessed on an individual basis.</p>		January 1, 2014

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
		<p>3. The manner in which the employer can request an accommodation can be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal information</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>		

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 29	Return to work process	<p>s. 29 (1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>		January 1, 2014
		<p>s. 29 (2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use documented individual accommodation plans, as described in section 28, as part of the process.</p>		
		<p>s. 29(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>		

AODA Standard/ Regulation Section References	Initiative/Action	Description	McMaster Completion Status	AODA Compliance Date
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 30	Performance management	s. 30 (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.		January 1, 2014
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 31	Career development and advancement	s. 31 (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.		January 1, 2014
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 32	Redeployment	s. 32 (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.		January 1, 2014

<p>Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 76</p>	<p>Part IV Transportation Standards Public sector organizations</p>	<p>s. 76 (1) Designated public sector organizations described in paragraphs 2, 3 and 4 of Schedule 1 that are not primarily in the business of transportation, but that provide transportation services, shall provide accessible vehicles or equivalent services upon request.</p>		<p>July 1, 2011</p>
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Proposed Standards

3 (b) This portion of the Accessibility Plan provides an overview of the proposed standards that are not yet finalized or in force. This section reflects that despite the lack of final detail, McMaster University is aware of what actions and initiatives, broadly speaking, it will be required to implement in order to meet the spirit of letter of the standards once they are finalized.

Proposed Built Environment Standard

As of October 2011, the Built Environment Standard is still in a proposed format, and as such, the details of the requirements as well as the compliance dates have not been finalized. The proposed standard is currently with the Minister of Community and Social Services, who is considering what will become law and when. In the meantime, McMaster continues to address accessibility issues that may fall within the purview of the Built Environment Standard on an as needed basis. It is anticipated that the Standard will set firm time lines for the completion of accessibility initiatives that McMaster may already be in the process of implementing.

The proposed Built Environment Standard will address the following aspects of the built environment. Note that not all of these categories or all components of the categories are relevant to the McMaster community.

- Common Access and Circulation
- Interior Accessible Routes
- Exterior Spaces
- Communication Elements and Facilities
- Plumbing Elements and

Note that although compliance dates may not be specified until the Standard becomes law, the Standard proposes the following with respect to timelines:

New Construction

Twenty-four months after regulations come into force, a) building permits issued for new construction will require the building to meet the accessibility requirements of this Standard; and b) new construction of elements not addressed by Ontario's Building Code shall meet the requirements of this Standard at the time of construction.

Extensive Renovation and Change of Use

Twenty-four months after regulations come into force, a) building permits issued for extensive renovations/change of use will require the building to meet the accessibility requirements of this standard; and b) extensive renovation of elements not addressed by Ontario's Building Code shall meet the requirements of this Standard at the time of construction.

SECTION 4: MCMASTER ACCESSIBILITY REPORT CARD

Barriers Previously Addressed

Many improvements have been made over the years at McMaster with regard to physical access, policies, staffing, etc. Some of the more notable items are listed below, but this list is not exhaustive. Where possible dates have been identified. The progress of accessibility achievements at McMaster is categorized in accordance with the five AODA focus areas, and further sub-divided in terms of those barrier-removal initiatives that were undertaken pre- and post- the enactment of the AODA.

Customer Service Standard

Pre-AODA Initiatives:

- √ Open Forum meetings and disability-specific presentations provided to faculty and department heads
- √ Poster campaign with McMaster students with disabilities (2003, 2004, 2005)
- √ Consultation with the Senior Management Team of the University regarding obligations under the Ontario's with Disabilities Act (2001), the Accessibility for Ontarians with Disabilities Act (2005) and Human Rights. A plan will be presented to bring the ODA annual plans into the University's annual budget cycle.
- √ Volunteer note-taker services developed for students with disabilities (1999)
- √ Peer mentor and tutor program developed for students with learning and other disabilities (1998)
- √ Senate Policy Regarding Students with Disabilities passed in 2003 highlights commitment to flexibility and creativity in accommodation of students with disabilities, both undergraduate and graduate
- √ Residence contract clause developed retaining the option to reallocate residence rooms to meet accessibility needs
- √ Housing and Conference Services established priority for students with disabilities in housing allocation process

- √ Learning Disability Specialist funded to provide students with learning disabilities support (1993)
- √ Coordinator, Library Services for Students with Disabilities converted to full time (2005). Coordinator is responsible to work with students regarding alternate text format, reference services, and material acquisition.
- √ Career counselor designated to work with students with disabilities on employment and career issues. Peer support as well.
- √ Peer support services coordinating one-to-one volunteer assistance, library resource support and alternate format transcription, learning support resources, and mental health support groups
- √ Creation of Manager of Disability Services and University Lead on disability matters (2005)
- √ Administrative support provided to the Manager of Disability Services (2005)
- √ Review and refinement of Program Coordinator support to students with disabilities services within the Centre for Student Development (2005)
- √ McMaster Accessibility Council established in 2009
- √ President's Advisory Committee on Building an Inclusive Community (PACBIC) working group on access and accommodation established in 2009
- √ Exams Office (Office of the Registrar) assumed responsibility for administration of all December, April and deferred exam accommodations for students with disabilities
- √ Special Consideration Bursary established to assist students with disabilities and administered by Student Financial Aid & Scholarships (2002)
- √ Undertake a review of policies regarding part-time versus full time status in undergraduate programs for students with disabilities (2007).

Post-AODA Customer Service Initiatives

- √ McMaster University Policy on Accessibility (Accessibility Policy) approved in March 2010. This policy reflects the University's commitment to fostering, creating and maintaining a barrier-free environment for all individuals. Further the policy provides Guidelines on specific accessibility considerations in accordance with the AODA. The guidelines developed in line with AODA Customer Service standard include principles and protocols with respect to the following:
 1. Use of Assistive Devices
 2. Service Animals and Support Persons
 3. Notice of Temporary Disruptions in Service
 4. Providing Feedback and Complaints

Built Environment Standard

Pre-AODA Initiatives

- √ Residence buildings designed and built with level access, elevators, accessible washrooms and laundry facilities, with adjoining rooms for attendant care when required (2003)
- √ Ramp to Chester New Hall (2004)
- √ Renovations to Hamilton Hall accessible washrooms, improved accessibility (2005)
- √ McMaster University Student Centre – Centre for Student Development and Student Health Services located in this new facility (2001)
- √ Renovations to Alumni Memorial Hall to make it accessible (2004)
- √ Elevator for access to University Hall (1992)
- √ Accessibility audit of Ivor Wynne Centre (2004)
- √ Signage improvement campaign (2004-2005)
- √ Automatic door operators installed at all necessary building entrances (annually)
- √ Attendant-style single use wheelchair accessible washrooms addressed in all academic buildings on campus (annually)
- √ Classroom retrofits with accessible work stations (annually)

- √ Parking policy to adopt numerous accessible parking spaces (1990)
- √ Change rooms in Ivor Wynne Centre modified for access (2003)
- √ Information Technology building access provided with ramp to the building's main entrance, and additional classroom modifications
- √ Elevator installed in the mezzanine of the Ivor Wynne Centre
- √ Lift installed in the Commons building providing second and basement floor access (1990) / upgraded in 2009
- √ Use of urban Braille design on all new pedestrian walkways on campus (2005 Main entrance, and previously)
- √ Completed audit for Ivor Wynne Centre and David Braley (2009)
- √ Completed outdoor pathway design in Arts Quad to ensure full accessibility (2010)
- √ Completed expansion of the Nuclear Research Building, including the addition of an elevator (2011)
- √ Added and elevator to the expansion of the Spinal Cord Injury Clinic at Ivor Wynne Centre (2011)
- √ Added a ramp to the entrance of Moulton Hall residence (2011)
- √ Replaced the asphalt pathways linking University Club with Residences and Arts buildings with weather-resistance concrete (2011)
- √ Incorporated several additional pedestrian pathways between McMaster University Student Centre (MUSC) and Parking lots B and C (2011)
- √ Replaced the signage at all University accessible lifts to identify Security Services as the resource for key access and assistance (2011)

Integrated Accessibility Standards Regulation

General

Pre-AODA Initiatives

- √ Establish an Accessibility Plan outlining how the organization achieves accessibility (2010)

- √ Established and maintain a multi-year Accessibility Plan (2010)

Employment Standard

Pre-AODA Initiatives

- √ Ergonomic furniture and workstation adaptations made for faculty and staff with disabilities (as needed)

- √ Establishment of an access fund, under the administration of Human Resources, for staff to support the costs of accommodation in the workplace (1991)

Post-AODA Employment Initiatives

- √ Establishment of an access fund, under the administration of Human Resources, for staff to support the costs of accommodation in the workplace (1991)

Information & Communications Standard

Pre-AODA Initiatives

- √ Development of assistive technology lab in Commons Basement to include more types of assistive hardware and software (2003)
- √ Assistive hardware and software purchased by departments for individual use by faculty and staff with disabilities (as needed)
- √ Purchase of new technologies for use by students with disabilities including a Braille laptop computer (Braille Lite), Tiger Brail embosser capable of producing tactile graphics, computer screen enhancers, text to speech software, speech to text software, closed circuit televisions, scanners, and optical character recognition software, among others (ongoing as technology changes)
- √ Virtual tour and map of campus buildings and accessible entrances (under development)
- √ Creation of a tactile campus map for students with visual impairments (2003)
- √ Full-time Learning Strategist and full time assistive technologist provided to assist students with learning disabilities (2002)
- √ Systems Administrator in the Centre for Student Development available to provide technical support to students with disabilities (1998)
- √ Creation of a Campus Map Mobile Application to assist with wayfinding and routing foot travel across campus (2011)
- √ Development of a Mobile version of the Student Accessibility Services website (2011)

SECTION 5: CONCLUSION

The University and MAC as well as the President's Advisory Committee on Building an Inclusive Community (PACBIC), recognize that further steps need to be taken to help McMaster become completely barrier free, physically, academically, attitudinally, and socially. As such, the Annual Plan presented above reflects a commitment to engage in incremental initiatives in accordance with the AODA and the expectation that the University will be free of attitudinal, physical and social barriers by the year 2025. The process will be meaningful and effective as the committee endorses a consistent and resolute approach to barrier removal and prevention.