



**CENTENNIAL COLLEGE STUDENT ASSOCIATION INC.
MULTI-YEAR ACCESSIBILITY PLAN
2024 - 2029**

Introduction: Our Commitment

Centennial College Student Association Inc. (CCSAI) is here to help students navigate programs and services, offer resources, and provide opportunities to enrich student life. We want all students to experience a positive,

successful, and engaging educational journey at Centennial College. CCSAI recognizes that all members of the Centennial College community need to be provided with an environment that is respectful of the dignity and independence of people with disabilities. We are committed to providing an accessible and welcome environment for all by identifying and removing systemic barriers in both our physical and virtual spaces.

Our Multi-Year Accessibility Plan 2024 - 2029 outlines:

- Our ongoing commitment to create inclusive and accessible learning and working environments for people with disabilities at CCSAI;
- Our accessibility objectives and actions taken to identify and remove barriers experienced by people with disabilities, in support of developing a positive atmosphere and equitable opportunities for all; and
- Our efforts to collaborate with and support Centennial College's accessibility goals and key priority actions.

We strive to ensure that new barriers to accessibility are not created and that existing barriers are promptly removed; you can help us make sure our facilities are accessible for everyone. CCSAI welcomes feedback you may have regarding our Multi-Year Accessibility Plan, our policies, and procedures, or to let us know if you encountered a situation where your participation was impeded by a barrier. Please reach out to us at our website <https://ccsai.ca/connect-with-us/> to submit your feedback and to request alternative submission formats.

Accessible Customer Service Standards

At CCSAI, we require our service providers to ensure our goods, services, and facilities are accessible and provided in a manner that respects the dignity and independence of people with disabilities.

Actions Taken:

- CCSAI has ensured that all full-time and part-time staff, volunteers, and the Board of Directors, have received training in accessible customer service standards as part of their onboarding process, which is included in standard employee training.
- CCSAI reviews training for accessible customer service standards, alongside all other standards included in the Accessibility for Ontarians with Disabilities Act (AODA) on a yearly basis to ensure best practice.
- CCSAI is committed to ensuring that persons with disabilities who use assistive devices are able to access, use, and benefit from our goods and services.
- CCSAI ensures that all event registration forms include an accessibility component where attendees can inform staff if they have accessibility needs that we can accommodate in advance.
- CCSAI is welcoming to people with disabilities who are accompanied by a service animal. ^[06B]
- CCSAI is welcoming to people with disabilities who are accompanied by a support person.

- CCSAI notifies service-users in the event of a planned or unplanned service disruption. We ensure to inform service-users about the reason for the disruption and when service is expected to resume, when such information is available. The notice is posted in CCSAI facilities and on our social media channels.

Future Actions:

- Maintain, review, and ensure compliance with AODA and future statutory requirements.
- Provide both AODA Accessibility policy and Multi-year Accessibility Plan on the CCSAI website, as well as make it available for staff to view.
- Provide refresher training courses annually for all staff/board. (annually, ongoing)
- Ensure that the design of public spaces is accessible to individuals with disabilities, in accordance with the AODA.
- The CCSAI will work with Centennial College to ensure that all CCSAI operated spaces are accessible or accommodations are made.
- Ensure our digital/physical spaces are compliant with the necessary accessibility requirements.
- Aim to provide necessary accommodations promptly, making the CCSAI a welcoming space where every member of the College Community, regardless of ability, feels a sense of belonging.

Design of Public Spaces Standards

Accessible public spaces make it easier for people with disabilities to navigate through and use the environment. At CCSAI, we ensure that all remodeled spaces and new constructions comply with the Design of Public Spaces Standards to make CCSAI's facilities accessible to everyone.

Actions Taken

- CCSAI ensures every physical space we design and/or remodel is free from barriers to physical accessibility, to ensure compliance with the Ontario Building Code and to meet the criteria established by the Integrated Accessibility Standards Regulation.
- CCSAI is committed to increasing engagement experiences for students with disabilities by installing barrier free and accessible work-out equipment at the outdoor gym space at Progress Campus and Ashtonbee Campus.
- CCSAI has equipped all public entrances with power door openers.
- CCSAI ensures that all bathroom facilities are accessible.

Future Actions:

Employment Standards

CCSAI understands the importance of addressing and mitigating systemic ableism and barriers in the workplace that impede the employment opportunities for people with disabilities. We are committed to implementing workplace and employment practices that are accessible for potential and current employees with disabilities.

Actions Taken:

- CCSAI is committed to implementing emerging best practices for accessible employment.
- All CCSAI job postings include a statement that affirms our commitment to accessibility.
- All job postings notify candidates that accommodations are available upon request.
- All full-time and part-time staff, volunteers, and the Board of Directors must complete AODA training as part of their onboarding process.
- Throughout the year, CCSAI full-time and part-time staff, volunteers, and the Board of Directors are expecting to participate in training on topics related to equity, diversity, and inclusion, accessibility, ableism, human rights, and workplace discrimination.
- Performance management has been initiated
- Individual accommodation will be support
- Return to work process supported

Future Actions:

Information and Communication Standards

At CCSAI, we prioritize developing and disseminating digital and physical information and communications in a variety of formats to ensure that people with disabilities have an equal chance to learn and participate at our organization.

Actions Taken

- In 2022, CCSAI signed a two-year contract with Essential Accessibility to continually monitor the accessibility of our website and digital content. We plan to extend our contract?
- CCSAI events (physical, virtual, and hybrid) include captioning and sign language interpretation.
- Universal Design for Learning (UDL) approaches are integrated into event design.
- CCSAI events are recorded and posted online.
- UDL concepts are consistently reviewed for best practice.
- Follow all Centennial College Emergency Procedures, Plans, and Public Safety Information practices

Future Actions:

- CCSAI aims to implement assistive listening technologies at all events by 2029.
- CCSAI aims to have our website achieve 100% digital accessibility compliance by 2025.
- Social media/communications accessibility training on-going