Multi-Year Accessibility Plan

2025-2030

Cambrian College

Customer Service Standard – This includes policies, procedures, and practices related to interactions with persons with various types of disabilities, including employee training, feedback mechanisms, and the communication of information to persons with disabilities.

Completion date	Deliverables	Activities	Responsible	Status
January 2025	• Cambrian student mental health policy posted on the website.	• Consultation, research and development of the policy • Required approvals • Posting on the website	Planning, Institutional Research and Quality, GCC	Completed
January 2025	• Launch a Moodle tool allowing students to auto-generate alternative file formats, and aiding faculty in reviewing and remediating digital course contents	• Develop, test, launch and train faculty and students for using YuJa Panorama - LMS Accessibility Platform	Teaching and Learning Innovation Hub, HR	Completed
January 2025	• AODA training modules updated	• Review and renew AODA online training to reflect new policy, procedure and process changes	Teaching and Learning Innovation Hub, HR	Completed

April 2025	• Launch optional training module for Cambrian employees regarding Accessibility Foundations and the UDL guidelines	• Develop and launch "Accessibility Foundations with P.O.U.R: Making Digital Content Inclusive" online training module for Cambrian staff/faculty	Teaching and Learning Innovation Hub, HR	Completed
November 2025	• Faculty and student services OHRC legal training regarding the provision of accommodations	• Coordinate legal counsel to provide training on OHRC legislative responsibilities in a college environment • Deliver training session	VP, HR, International and Student Services	Completed
December 2025	• Finalize Terms of Reference for AODA Committee. • Completion of 2024-2028 Multi-year Plan	• Committee update and approval of ToR, membership and priorities. • New plan is posted on Cambrian's website.	AODA Committee, Digital Media, Marketing, Communications	Completed

January 2026	• Launch Inclusive Language Guide for employees and students	• Research, collaborate, create and launch Cambrian's "Inclusive Language" Guide • Communication and marketing to increase awareness of the guide	EDI, Accessibility, Indigenous Services, Wellness	In progress
February 2026	• Professional development for employees, students and employers through Employers Conference "Accessibility and Inclusion in the Workplace"	• Design, develop and deliver the Employers Solutions Conference, highlighting Accessibility and Inclusion in the Workplace • Keynote speaker, student panel and workshops	VP, HR, International and Student Success, Career Development, GCC, NOARC	In progress
January 2027	• Use of an AODA audit tool to collect data, track improvements, prioritize projects and streamline the reporting process	• Research and develop an AODA audit tool and associated process	Accessibility Advisory Committee	In progress

Information and Communications Standard – The Information and Communications Standards of the AODA list the rules for organizations to create, provide, and receive information and communications that people with disabilities can access. The standards give all people an equal chance to learn and be active in their communities.

Date	Deliverables	Activities	Responsible	Status
January 2025	• Added over 800 alternative text descriptions to images on our website to make images more accessible to users	• Purchased an Alttext.ai plug-in for WordPress CMS to generate Alternative text descriptions for images on Cambrian's website and then Digital Media Assistant validated each description	Digital Media	Completed and ongoing
January 2025	• Meeting education industry benchmark for WCAG 2.1 Level AA for cambriancollege.ca	• Renewed Siteimprove tool to assess ongoing accessibility improvements to our website	Digital Media	Completed and ongoing

		• Implementing high impact fixes highlighted by Siteimprove tool to meet industry benchmarks		
August 2025	• Added meta descriptions to each of the pages which supports accessibility by providing concise summaries read aloud by screen readers and appears in search results	• Renewed Search Engine Optimization tool that assists with creating concise meta descriptions • Digital Media team updated the descriptions in the back end of the website	Digital Media	Completed and ongoing
September 2025	• Updated key information and navigation tools that improve independent wayfinding on campus.	• Customization and launch of MazeMap app, a new digital wayfinding tool for the campus	IT, Facilities, Campus Safety, Marketing, Communications	Completed and ongoing

		• Yearly paper map update completed, including all accessible parking and accessible (ADO) entrances • Review and update physical signage – completed as needed or requested		
March 2026	• Improved department portals with increased ease of locating resources and information for students and employees	• Redesign of myCambrian • Training employees • Launch and communication to students and employees	IT, Marketing, Digital Media, Communications, Academic and Student Services	In progress
October 2026	• Improvements to website accessibility with feedback from Cambrian students	• In collaboration with GCC, meet with Cambrian students to gather feedback about	Digital Media, GCC	To be initiated

		accessibility improvements		
December 2026	• Above education industry benchmark for WCAG 2.1 Level AA cambriancollege.ca	• Work with SiteImprove success team to meet the goal of above industry average benchmark	Digital Media , SiteImprove	In progress
December 2026	• Broad college knowledge of the AODA Committee, its purpose, and ways to solicit participation, feedback and tracking.	• Establish a comprehensive communication plan with Marketing and Communications.	AODA Committee, Marketing, Digital Media, Communications	To be initiated
January 2027	• Strategy developed for meeting WCAG 2.2 Level AAA by December 2027	• Develop a strategy to meet the industry benchmark for WCAG 2.2 Level AAA by December 2027	Digital Media	To be initiated
Since 2015	• Facilities is responsible for the Elevator	• Complete monthly inspections and respond to		Ongoing

	Contractor (vendor of records)	emergency/unplanned maintenance.		
Since 2018	• TDX workorder management system allows for all staff/faculty to report any equipment requiring repair/maintenance			Ongoing
Since 2024	• Launched new website that implemented WCAG 2.1 AA standards from the content to design and development • Ongoing accessibility web content audit: Lighthouse accessibility score in May 2025 – 100%	• Implemented WCAG 2.1 AA standards in the web redesign process, web development phase and during testing using tools such as WAVE • Structure content to be clear, accessible and digestible • Create a design system that features	Digital Media department and Studio123 (agency)	Completed Ongoing

		AODA compliant colours and components • Verify work with accessibility checking tools • Use of semantic HTML and markup • Implemented ARIA labels when appropriate • Verify all elements the Digital Media department continues to abide by design principles delivered with the new website (for example, using images without text embedded on the image for accessibility)		

Employment Standard – Ensure workplace practices are accessible to potential or current workers with disabilities (recruitment and hiring, accommodation plans, return to work plans, emergency response plans, performance management and career development).

Date	Deliverables	Activities	Responsible	Status
January 2025	• Improve the benefits offered through the employee and family benefits plan	• Change in benefit plan that provides access to online pharmacy for chronic illness/disease	• Human Resources	Completed
January 2026	• Increased access to statistics to understand areas of concern and trends • Access to a physician to support the accommodation process and return to work plans	• Change in provider for accommodations and return to work	• Human Resources	In progress

January 2027	• Review, revise and promote employee emergency response planning and accommodation process	• Review past process and identify key departmental contacts, roles and responsibilities and communicate changes as necessary	• Accessibility Advisory Committee	In progress

Transportation Standard - Ensure transportation services are accessible to people with disabilities.

Date	Deliverables	Activities	Responsible	Status
December 2026	• Identify and make recommendations for improvements regarding GOVA transportation	• Regularly consult with students, employees and community partners to investigate, identify and solutions to any barriers • Communication to increase college community awareness of solutions to elimination of barriers	• Facilities, AODA Committee	To be initiated

Built Environment – Consideration of features such as ramps, elevators, door widths, and accessible washrooms. Additionally, attention to signage, lighting, and acoustics that impact the user experience for people with disabilities.

Date	Deliverables	Activities	Responsible	Status
August 2025	• Improved classroom accessibility	• ADO added to 17 classrooms	Facilities	Completed
August 2025	• Improved classroom accessibility seating	• As part of renovations to classrooms – fixed furniture included for accessible workstation/seating	Facilities	Completed
December 2025	• Improve flooring in campus front entrance, SLC, GCC	• Remove old flooring and replace with non-slip tile	Facilities	Completed
December 2025	• Improve accessibility in SLC	• Install accessible counter in SLC	Facilities, Student Associations, Student Life Centre	Completed
December 2025	• Improve accessibility in CSC	• Install elevator in CSC, making food bank and		

		study/activity rooms accessible • Steppers added to bleachers to reduce incline from floor		
March 2026	• Improvements to Testing Centre reception area	• Modification to the reception area to allow for accessible counter height	Testing Centre, GCC, Facilities, Senior Leadership	To be initiated
December 2026	• Identify and prioritize future projects and goals for 2027-2030	• Collaborate with various departments to identify and prioritize future projects based on urgency and resource allocation • Provide recommendations to VP, HR, International and Student Services	AODA Committee, VP, Facilities, Departmental Leaders	To be initiated