



sheridan student union

## AODA Annual Status Update

### Statement of Commitment

The SSU is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. *Please note that transportation is not included within our plan as it does not pertain to our environment.*

| Accessibility Requirement               | <i>The SSU Implementation Plan</i>   |
|---|--|
|   | Actions Taken  |
| General Responsibilities                | <ul style="list-style-type: none"> <li>• Review and update of accessibility policies               <ul style="list-style-type: none"> <li>○ Integrated Accessibility Standard Regulation IASR General Provisions</li> <li>○ Integrated Accessibility Standards Regulation IASR Customer Service Policy</li> </ul> </li> <li>• Review and update of the Multiyear plan               <ul style="list-style-type: none"> <li>○ Sheridan Student Union Multi-Year Accessibility Plan</li> </ul> </li> <li>• Review of training plan and compliance</li> </ul> |
| Information and Communication Standards | <ul style="list-style-type: none"> <li>• Review of feedback process and available formats</li> <li>• Review of Emergency procedures and information</li> <li>• Review and updating of website and web content for alignment with WCAG 2.0 Level AA</li> </ul>  |
| Customer Service Standards              | <ul style="list-style-type: none"> <li>• Review of policies and practices</li> <li>• Review of policy availability</li> <li>• Review of notice of temporary disruption and process</li> <li>• Review of training program and plan</li> </ul>   |
| Design of Public Spaces Standards       | <ul style="list-style-type: none"> <li>• Review of obtaining services and service counters, consideration to any in-process or future renovations/ locations</li> </ul>  |

## Employment Standards

- Review and update of the recruitment, assessment, and selection process
- Verification of job postings and accommodation commitment
- Verification of information contained within job offers
- Review and update of accommodation request and individualized accommodation plan policy and supporting forms.
- Review of practices related to accessible formats and communication supports.
- Review of practices related to workplace emergency response information.
- Review and update to forms related to Individual Accommodation Plans.
  - Information is contained and available within SSU handbooks under Employee Accommodation
- Review of return to work process
- Review of performance management, career development and redeployment policies and practices.

## Accessibility feedback

We know that your feedback is important to help us identify barriers that limit or prevent you from interacting with us or receiving our services in an accessible format. We are committed to improving our services for people with disabilities.

Feedback can be provided:

- at any of our locations (in person), or
- by telephone at 905-845-9430 ext. 2307, or
- via email at [sawssan.matar@sheridancollege.ca](mailto:sawssan.matar@sheridancollege.ca)

Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail), will be available upon request.

Individuals who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.