



Redeemer University

Multi-year Accessibility Plan (the “Plan”)

Last updated: December 2021

Our commitment to accessibility

Redeemer University (“RU”) is committed to meeting the accessibility needs of persons with disabilities in a timely manner, consistent with the principles of dignity, independence, integration and equal opportunity. We believe that all men and women are created in the image of God and stand equal in dignity and worth (Genesis 1:27; 9:6; Galatians 3:28). The purpose of this Plan is to outline RU’s strategy to prevent and remove barriers to accessibility. This Plan includes but is not limited to the commitments of RU pursuant to applicable legislation, including the Accessibility for Ontarians with Disabilities Act.

This Plan is publicly available at www.redeemer.ca. This Plan is also available in an alternate accessible format upon request by contacting us through any of the methods set out on RU’s contact page.

Customer service

RU is committed to providing accessible customer service to people with disabilities. RU updated its Accessibility Policy in 2021 and has made the Policy available on its internal website.

Information and communication

RU is committed to making our information and communications accessible to people with disabilities.

Feedback

RU’s feedback processes are accessible to people with disabilities. We will, upon request, provide or arrange for the timely provision of accessible formats and communication supports in order to provide feedback. Feedback can be provided through methods such e-mail, mail, telephone or in person. These processes are further described on our contact page.

Accessible formats and communication supports

RU will, upon request, provide or arrange for the timely provision of accessible communication formats for documents and communication support for persons with disabilities that considers each person’s particular accessibility needs. We will work with the person with a disability and

determine the appropriate method of communication or the appropriate accessible communication format for documents, based on their needs.

Accessible websites and web content

Redeemer University's goal is to meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws. In some cases it may not be possible to meet the requirements due to the nature of software and tools being used, in those situations we will provide the content in an accessible format upon request. As web content is updated and refreshed we will strive to ensure that it meets WCAG requirements.

Recruitment

RU is committed to ensuring that reasonable accommodations are made available to persons with disabilities during the recruitment, assessment and selection processes and, in consultation with job applicants, provides reasonable accommodations upon request.

Employment

RU is committed to ensuring that reasonable accommodations are made available to employees with disabilities throughout the employment relationship.

Training

RU is committed to ensuring that training is provided to employees and other persons, as required by applicable legislation, on accessibility in employment and human rights as they pertain to persons with disabilities. The training is mandatory and provided as soon as practicable after being hired.

Design of spaces

RU has committed to making and continues to make significant annual investments to prevent and remove barriers to accessibility at its facilities, including enhancements to door operators, entrance ramps and lifts, washrooms, and parking facilities.

Additional information

For additional information on this Plan, you may contact RU through any of the methods set out on our contact page, which includes e-mail, mail, telephone and in person.

Maintenance and review

This Plan was developed in December 2021 and will be reviewed at least every three years. The next scheduled review is 2024, unless an earlier review is required by applicable legislation.