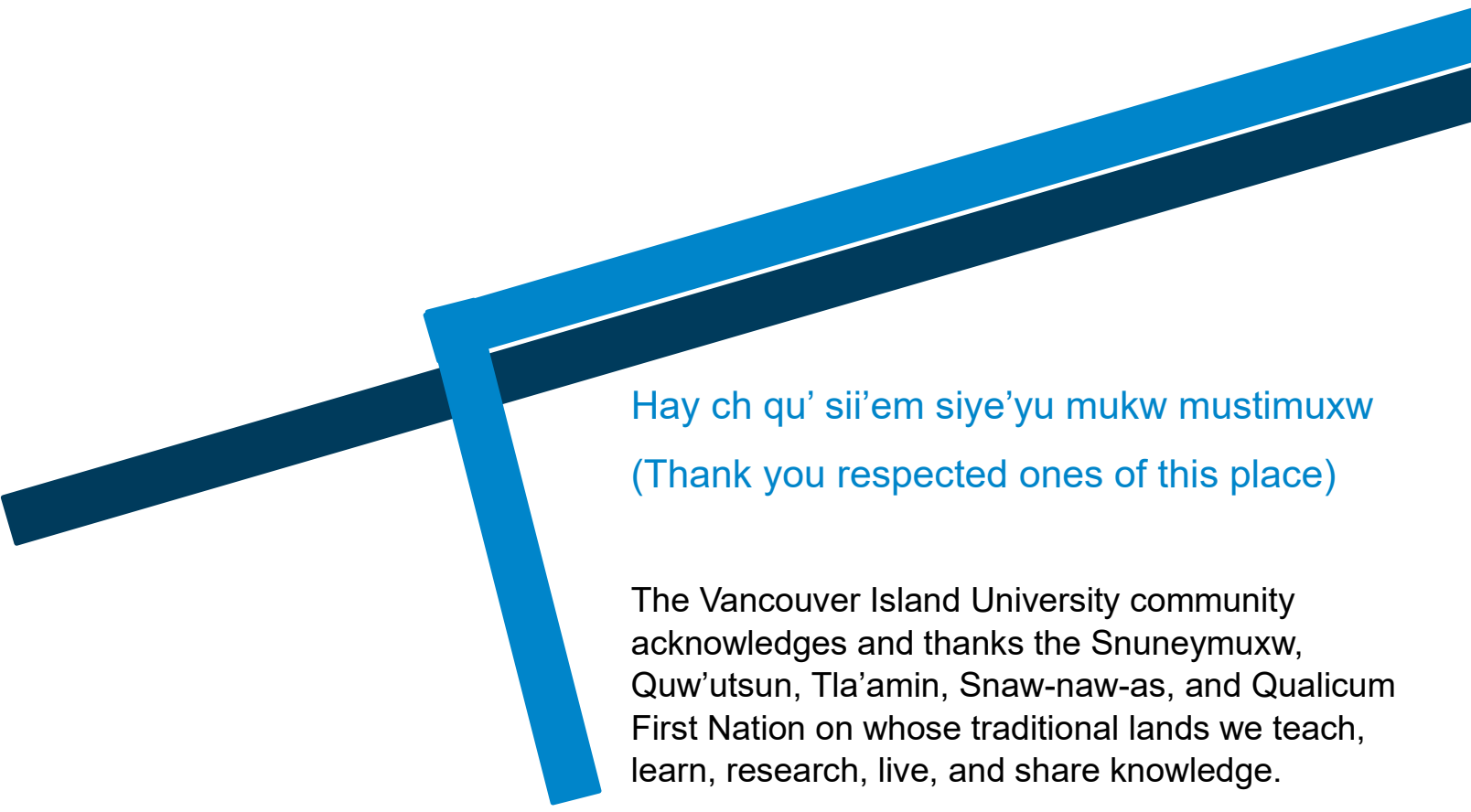


Vancouver Island University
DRAFT Accessibility Plan
2023 – 2026



VANCOUVER ISLAND
UNIVERSITY



Hay ch qu' sii'em siye'yu mukw mustimuxw
(Thank you respected ones of this place)

The Vancouver Island University community acknowledges and thanks the Snuneymuxw, Quw'utsun, Tla'amin, Snaw-naw-as, and Qualicum First Nation on whose traditional lands we teach, learn, research, live, and share knowledge.

TABLE OF CONTENTS

Preamble	4
Acknowledgements.....	4
Accessibility Statement	4
Introduction	5
About Vancouver Island University (VIU).....	5
Our Commitment to Accessibility & Inclusion	5
A Message from the Accessibility & Inclusion Action Committee Chair.....	5
Framework Guiding Our Work	9
Legislation	9
The B.C. Human Rights Code	9
The Accessible Canada Act.....	9
The Accessible British Columbia Act	9
Principles Guiding Our Work.....	10
Premier’s Message	10
‘Nothing About Us Without Us’	10
Achievement	10
Universal Design.....	11
Equity & Diversity.....	11
Learning & Engagement.....	11
VIU Foundational Documents & Our Commitments to Equity, Diversity, Inclusion and Accessibility	11
People, Place, Potential – VIU’s Strategic Plan (2021-2026)	12
People Muls tuxuxw.....	12
Place stlunup nisma na.....	12
Potential Syuxces qwamat itq	12
Equity, Diversity and Inclusion Action Plan (2021-2026)	13
About Our Accessibility Plan	13
The Plan.....	13
Development of Accessibility Plan	14

Initial Consultation Conducted.....	14
Internal Consultation.....	14
Consultation Outcomes	15
About our Committee	15
Accessibility Achievements	16
Built Environment & Transportation	16
Education	18
Information & Technology	18
Communications	19
Employment, Procurement, & Delivery of Services.....	19
Serving Students, EmployeeS and Community Members.....	20
Serving Students	20
Further Consultation and Next Steps.....	22
Feedback Mechanism	23
Monitoring and Evaluation.....	23
References.....	23

PREAMBLE

Acknowledgements

This guide was developed by Vancouver Island University (VIU), with the support of Melissa Lyon of Accessibility & Inclusion Matter Consulting.

Thank you to the many people who contributed their thoughts and suggestions to the creation of this document.

Accessibility Statement

This document is PDF/A compliant, and accessibility has been verified using the Adobe Pro accessibility checker and the [WebAim colour contrast checker](#). If you require an alternative format, contact UniversityRelations@viu.ca.

DRAFT

INTRODUCTION

About Vancouver Island University (VIU)

VIU is a public university on the west coast of Canada with [campuses](#) in Nanaimo, Cowichan, Powell River, and Parksville/Qualicum. We are proud to support approximately 12,000 students as they work towards their educational goals - including approximately 800 designated students with disabilities. We have approximately 1500 faculty and staff who are committed to providing students with an inclusive and accessible education.

Vancouver Island University has more than 120 programs, from graduate and undergraduate degrees to trades diplomas and certificates. In collaboration with our many community partners, we are always working to learn more through research and networking.

Our Commitment to Accessibility & Inclusion

Vancouver Island University endeavors to create an inclusive and welcoming culture, where people from all walks of life feel included and can equally access the university programs, services, and facilities. We strive to apply an accessibility lens to all aspects of what we do.

At Vancouver Island University, we are committed to identifying and removing barriers that people with disabilities and other marginalized groups face. Our goal is to meet or exceed the Accessible B.C. Act requirements so that we can better support our students, employees, and community.

A Message from the Accessibility & Inclusion Action Committee Chair

The Universal Access Committee

Accessibility and inclusion are important values at VIU. One of the ways this is most clearly evidenced is by the creation and work of the Universal Access Committee. The Chair of the Universal Access Committee, Linda Derksen, has been a champion for students and employees and for advancing the culture of inclusion especially as it relates to accessibility at VIU.

Message from Linda Derksen, PhD, Chair, Universal Access Committee, August 2023

In May 2018 we formed the “Universal Access Committee” to advise Campus Development and Facilities Services on barriers in the built environment that prevented people with mobility challenges from participating fully in education and employment at VIU. It has been a joy to watch this dedicated group of campus leaders learn about barriers, and then go back to their own areas and implement and foster positive change.

Our VIU Nanaimo campus is on a steep hill, with 2300 outdoor stairs, and most of our buildings were built at a time when people with disabilities were not expected to go to school or work. VIU is perhaps unique in that the leadership for improving accessibility on campus comes from our Campus Development, Facilities, and Ancillary Services Division.

Based on feedback from audits of 55 buildings by the Rick Hansen Foundation, as well as feedback from students and employees, the Universal Access Committee’s first three priorities were to:

1. create at least one fully accessible gender neutral washroom in each VIU building;
2. mitigate our steepest slopes so students and employees could move safely up and down the hill; and
3. install signs signaling wheelchair routes, ramp entrances, and paths through buildings.



In many ways, our most important project was the creation of an accessibility map that showed how to navigate campus without stairs. We had not realized that many departments were affected by our steep and narrow ramps, including Campus Catering, Information Technology, and Facilities Services, who often move very heavy wheeled carts around campus. To create our [one-of-a-kind map](#), we partnered with Dr. Victoria Fast from the Geography department at the University of Calgary. Our campus became the testing ground to use of GIS technology to map ground-based barriers. An unexpected outcome of the mapping process was data, including location and photographs of every single outdoor barrier, from holes in the ground to paint on railings. Facilities Services have happily set to work to systematically eradicate those barriers, thus making the campus more inclusive and accessible for all. The map grew to an interactive web map that shows photographs of the interior of accessible washrooms, and outdoor photos of building entrances. On our website are now many maps, showing routes without stairs between buildings, the location of

accessible washrooms, parking, a list of accessible and inclusive meeting rooms, and a host of other resources.

Funding for the new ramps and washrooms has come from off-grant applications to the Ministry of Post-Secondary Education and Future Skills, as well as support from the Rick Hansen Foundation of \$240,000 to improve 12 of our least accessible buildings.

Currently, hearing and vision have emerged as major challenges for the VIU community. Over the next three years we will focus on installing hearing loops where appropriate, fitting out classrooms and meeting rooms with listening systems that turn out to improve things for everyone. In rooms with these listening systems, instructors do not have to speak as loudly, and students with many invisible disabilities are helped to focus as the instructor's voice is amplified. We also have quite a few people with full or partial vision loss on campus. We will be working to ensure handrails run continuously, so that people who are blind do not unexpectedly lose their "guide." The signage supported by the Rick Hansen Foundation has triggered the creation of a campus-wide wayfinding system, and we will be incorporating technology that will help blind people to navigate.

Another group's needs that has also come to our attention are the very large range of neurodivergent brains in any population. For most autistic people, color and soundproofing are among the things that are important.

In the next three years we will be building 11 new universal washrooms in design, including on our tiwšɛmawtx^w and Cowichan Campuses. We will be flattening some of our tiered classrooms and providing much better wheelchair access in our lecture theatres, including one for the tiwšɛmawtx^w Campus and two for our Cowichan campus. And of course, in Nanaimo we will continue to address those steep slopes by installing double-wide ramps that help everyone.

Vancouver Island University is a special university – one that emphasizes the continual removal of barriers to post-secondary education, especially for populations who have traditionally been marginalized or excluded. We are very proud to continue this tradition by making all our campuses more inclusive, and accessible to all.

FRAMEWORK GUIDING OUR WORK

Legislation

The framework for our Accessibility Plan was created with the following legislation in mind:

The B.C. Human Rights Code

This important piece of legislation promotes the rights of people with disabilities and other marginalized groups, so that they will have full and free participation in all aspects of life. It set the stage for further legislation to create more accessible and inclusive spaces.

The Accessible Canada Act

In 2019, the Accessible Canada Act was introduced, with the aim of creating an accessible Canada by 2040. It follows the principle of “nothing about us without us”, which promotes including people with disabilities in all aspects of planning for change.

The Accessible British Columbia Act

British Columbia passed the [Accessible British Columbia Act](#) (the “Act”) and it came into effect in June 2021. The Act requires certain public sector organizations, including public universities such as VIU, to create an accessibility plan. The plan must outline how the organization will identify, remove and prevent barriers to individuals in or interacting with the organization.

The Act sets out three requirements. VIU will:

1. Establish an accessibility committee;
2. Develop an accessibility plan; and
3. Establish a process for receiving public feedback.

The Act was created based on the following principles that were also considered when creating this plan:

- Inclusion
- Adaptability

- Diversity
- Collaboration
- Self-determination (Independence)
- Universal Design

In the Accessible Canada Act, several standards of accessibility are outlined. Following this legislation, the B.C. Government will be developing similar standards and regulations that relate to employment; delivery of services; the built environment; information and communications; transportation; health; education; and procurement. These standards have been used as the framework for identifying barriers in this plan.

PRINCIPLES GUIDING OUR WORK

Premier's Message

The Premier's message in the "[British Columbia Framework for Accessibility Legislation](#)" stated in part, "Accessibility for all British Columbians, including persons with disabilities, means full and equal participation in our communities, with the physical, information, attitudinal and systemic barriers removed so people can participate in day-to-day activities, or take part in opportunities that are available to all citizens. Accessibility legislation will help build an inclusive British Columbia that cares for and protects all British Columbians for generations to come." John Horgan Premier of British Columbia

'Nothing About Us Without Us'

It is the lived experience of people with disabilities that makes them experts on creating accessible and inclusive spaces. Change should only occur when the voices of the people affected are included and heard.

Achievement

We believe in the potential of our learners and are committed to promoting the excellence and success of our students, employees and alumni. We support the

use of any accommodation that may be required by students or employees as they work towards their personal goals.

Universal Design

When reviewing our current goods, services and facilities, or planning for new ones, we are committed to considering accessibility and the needs of all students and employees as part of the planning process, rather than trying to retrofit accessibility accommodations after the fact.

Equity & Diversity

We value human diversity in all its dimensions and are committed to maintaining learning and working environments which are equitable, diverse, and inclusive.

Learning & Engagement

We support student success, access to education, appropriate use of technology, and strong communication. Through the exchange of ideas across disciplines and locations, we encourage exploration and application of new thought, and the pursuit of lifelong learning. We value ongoing cooperation with our partners in education, with communities in our region, and with colleagues throughout the world.

VIU FOUNDATIONAL DOCUMENTS & OUR COMMITMENTS TO EQUITY, DIVERSITY, INCLUSION AND ACCESSIBILITY

VIU is committed to equity, diversity, inclusion and accessibility. These commitments are evidenced in [VIU's Strategic Plan](#) and the [Equity, Diversity and Inclusion Action Plan](#).

People, Place, Potential – VIU's Strategic Plan (2021-2026)

People *Mul s tuyuxw*

The personal connection that VIU's employees and students build together sets us apart from other universities. Our success is based on our broad range of wrap-around support programs for learners, many of whom face obstacles in succeeding in their studies, along with numerous opportunities that our learners and faculty have to work together. This commitment to people is why we work to improve inclusion, diversity and equity; this same commitment is evident in our work to implement the Calls to Action of the Truth and Reconciliation Commission and the United Nations Declaration on the Rights of Indigenous Peoples. We are a university that strives to build a welcoming and inspiring community of learning for all.

Place *stlunup nisma na*

VIU is proud of its long history in this region. Since 1936, we have addressed the needs of mid-Vancouver Island and coastal BC communities, producing more than 100,000 alumni. Throughout that history, we have continuously adapted our programs in service to the region and in so doing have been a vital driver of positive social, environmental, and economic change. We have also grown and changed to extend our reach globally. By emphasizing community-based experiences for learners and by focusing on issues of coastal importance, VIU improves the lives of people locally and globally. The partnerships between VIU and Indigenous communities that support learners, co-create innovative programming, and deepen mutual understanding are core to our identity. Indeed, we see ourselves as a university built by and for our community.

Potential *Syuxces qwamat itq*

VIU is also inspired by a profound commitment to access and the importance of embracing the potential of all learners. We believe that a university's success comes from opening doors to university education for all, not by closing doors to all but a few. Among our achievements: we were the first university in BC to offer tuition waivers to learners transitioning from foster care; we are partnering with Indigenous communities and the Mastercard Foundation to pilot the innovative EleV Learning Partnership for Indigenous Youth; and through our Centre for

Community Outreach and Care, we are creating educational opportunities for young people at risk. We offer opportunities that are rare in other universities, including trades training, programs for adults with developmental disabilities, and high school programs for teens and adults. We are a university built on a deep belief in the potential of all learners to benefit from university education.

Equity, Diversity and Inclusion Action Plan (2021-2026)

Six goals related to Equity, Diversity and Inclusion were developed in the EDI Action Plan

- Goal 1: Ensure that VIU's institutional policies, procedures, and processes support EDI.
- Goal 2: Support VIU learners and employees to demonstrate equitable and inclusive behaviour.
- Goal 3: Help more learners from equity-deserving groups enrol and thrive at VIU.
- Goal 4: Support more employees from equity-deserving groups to apply, be hired, and thrive at VIU.
- Goal 5: Make VIU's facilities, learning design, and teaching practices more accessible and inclusive.
- Goal 6: Embrace EDI best practices in VIU's scholarship, research and creative activity.

An environmental scan was done as part of the research for the EDI Action Plan and included insights into barriers, biases, and discrimination experienced by people living with disabilities.

ABOUT OUR ACCESSIBILITY PLAN

The Plan

The Vancouver Island University Accessibility Plan outlines how we will continue our effort to improve the accessibility of our facilities, programs, and services in the coming year. After further consultation with employees, students, and our VIU community in the fall of 2023, this multi-year plan from 2023 to 2026 will be updated to include their input. This plan builds on our current accessibility

achievements and has been created to meet the legislated requirements of the Accessible B.C. Act that came into effect in June 2021.

The accessibility plan must be reviewed and updated at least once every three years. As VIU has a strong commitment to equity, diversity, inclusion and accessibility, our plan is a living document that will be regularly reviewed, updated and improved as work related to accessibility is undertaken and improvements are made.

Development of Accessibility Plan

As part of the development of the initial Accessibility Plan VIU engaged in a number of activities and took action to implement a plan. A steering committee was struck including representation from Student Affairs, Human Resources, Facilities & Ancillary Services and the Diversity, Equity and Human Rights Office. The Steering Committee engaged the services of Accessibility & Inclusion Matter Consulting to assist in the development of a plan and to do preliminary consultations with VIU departments about barriers to accessibility and accomplishments to build on. Steering Committee members attended multiple meetings sponsored by the PSFS Administrative Services Collaborative to understand the new legislation and share information and progress with other organizations.

Initial Consultation Conducted

In June 2023 interviews with employees in various departments were conducted to identify the accessibility barriers and achievements that are present in Vancouver Island University. The focus of the interviews was based on the [accessibility standards](#) outlined in the Accessible Canada Act. In addition, an environmental scan of other post-secondary institutions' accessibility plans was conducted to identify other possible barriers and strategies.

Internal Consultation

The following groups and individuals were approached for consultation on VIU's barriers and achievements related to accessibility:

- Accessibility & Inclusion Action Committee

- Director of Strategic Objectives
- Procurement Team
- Accessibility Services Team
- Universal Access Team
- Human Resources
- Information & Technology/Web Development
- Positive Space Alliance
- Campus Security Services
- Centre for Experiential Learning & Student Engagement
- Assessment and Exam Services
- International Student Services
- VIU Student Residences
- Office of Indigenous Education and Engagement
- Registrar's Office
- Services for Aboriginal Students
- Centre for Innovation, Excellence and Learning (CIEL)
- Research and Scholarly Activity
- Health & Safety Services
- Communications & Marketing
- Cafeteria Services
- Campus Development

Consultation Outcomes

From the initial consultation this summer, barriers and considerations were identified in the themes of education, health, information & communication, employment, delivery of services, and procurement. Priorities were also identified around themes of increasing awareness, continuing to improve accessibility of Facilities, and increasing student access/enhancing delivery of services.

The Accessibility and Inclusion Action Committee will be presented with these themes, barriers and considerations as we continue our more fulsome consultation process this Fall, 2023.

About our Committee

VIU already has an accessibility committee, the Universal Access Committee, in place. However, the committee required under the legislation has a different purpose and will be formed shortly after the Fall 2023 semester to allow full participation of the various stakeholder groups across campus. The accessibility plan committee will be composed as follows:

- At least half of the committee will be composed of persons with disabilities or individuals who represent a disability-serving organization;
- The membership will reflect the diversity of persons with disabilities in British Columbia; and
- Have at least one member who is an Indigenous person.

The Accessibility and Inclusion Action Committee has a purpose of guiding the university community in becoming more aware of the barriers to accessibility and inclusion. The Accessibility and Inclusion Action Committee ensures that the requirements of the Accessible B.C. Act are met, and it contributes to the ongoing development of the Accessibility Plan as it evolves over time.

ACCESSIBILITY ACHIEVEMENTS

Vancouver Island University has already made some great strides towards greater accessibility and inclusion for people with disabilities. Engaging in the consultation for this plan has allowed us to better identify our achievements and identify gaps where we still want to do more. We aim to improve upon these highlighted achievements and are excited to continue to engage in this important work. Achievements have been made that relate to various aspects of accessibility. They include:

Built Environment & Transportation

Improvements to the built environment have been a major focus at VIU for more than five years and will continue to be a priority going forward.

To make these built environment improvements, we are very grateful that Vancouver Island University has received funding federally, provincially, and through the Rick Hansen Foundation. The impact can be seen in this [video of a VIU student](#) whose VIU experience has been greatly enhanced by the implemented accessibility improvements.

Below are some highlights of what has been completed so far to improve VIU's built environment:

- A Universal Access Committee has been formed and they have been instrumental in securing funding and making Vancouver Island University more accessible to everyone. The [Nanaimo Campus Master Plan](#) and the [Five Year Capital Plan](#) include the priorities for the coming years.
- Upgrades have been made to non-accessible washrooms; remediation of ramps and sidewalk routes; renovations to tiered classrooms; installation of hearing loops and classroom sound-field systems; consideration for procuring accessible VIU vehicles; and installation of accessible signage.
- A [pdf map with stair-free routes](#) colored by degree of accessibility, a [universal bathroom map](#), and [an accessible route map](#) have been created for the Nanaimo campus.
- An [accessible web map](#) and [building accessibility information](#) for the Nanaimo campus has been created.
- VIU has created a Safety app for mobile phone users to report an access issue at VIU with photos and video, available through the [App Store](#) or [Google Play](#) apps.
- A [built environment feedback mechanism](#) has been created to report access issues on all VIU campuses.
- Students have been provided with [a flowchart that outlines the Built Environment Accommodation Process](#) for permanent and temporary disabilities.

VIU was an early adopter of [the active accessibility icon](#), which signifies empowerment and independence of people with disabilities.

Education

- Many instructors have been trained in Universal Design for Learning and they regularly use the principles in their teaching.
- The high volume of VIU students who have registered with Accessibility Services are well-supported by VIU's accessibility specialists who support these students in receiving the accommodations that they require to succeed. If a diagnosis is needed, our VIU Health Clinic's nurse practitioners can provide that. One example of successful disability support is the VIU Autism Support Group, which has been implemented for the past two years. Another example is from the Cowichan campus, where there has been successful accommodation planning in the Bachelor of Education program in collaboration with Accessibility Services and the school district.

Information & Technology

- We are revamping the VIU website, and the new version will have accessibility as a major focus. The Web Manager has taken Drupal CMS Web Accessibility Training (Evolving Web) and all web editors have been trained in basic web accessibility techniques. As well, the Web Team has addressed critical and serious issues to comply with the WCAG 2.1 AA Standard, giving the VIU website a 97/100 Accessibility rating (AHREFS).
- Several aspects of the website have been a focus to ensure WCAG compliance, including the technology client portal, the knowledge base, and the help ticket system.
- The Web Team has built Sa11y, an accessibility quality assurance tool that visually highlights common accessibility and usability issues into our Web Content Management System for use by all (460+ editors). Training has also been provided on this tool and many employees use it regularly.

- The Information and Technology department has received training on using plain language and has developed an "Accessibility at VIU" resource page, a "Top Accessibility Issues" resource for web editors, and a "Procurement Software Accessibility Checklist".
- The university has acquired professional Zoom accounts to provide live real-time captioning for students with hearing loss.

Communications

- The Strategic Communications Department has been trained in and is aware of the requirements for creating accessible online and in-person meetings. They endeavour to include accessibility in all aspects of their work, including social media posts, documents, webpages, and event planning.
- There is increased awareness in making things accessible. For example, there have been efforts to ensure the use of plain language and inclusive language and we are becoming more cognizant of ensuring good colour contrast in our information items. As well, the Communications Department has created a style guide that emphasizes accessibility of documents, social media, and videos.

Employment, Procurement, & Delivery of Services

- There is a lot of diversity within VIU, and there is representation of people with disabilities within the employees at VIU. More than 10% of employees have disclosed having a disability through the need for an accommodation or disability leave.
- At the Cowichan campus, the WEST café provides an integrated learning and work opportunity for students with disabilities. Students play an important role with campus culture and provide a valued service.
- When needing accommodations or procuring goods, employees are well-supported, and they receive individual and personalized attention.

- Departments are collaborating more than in the past to try to create more inclusive and accessible spaces. An example of this is the improved collaboration between Accessibility Services and Financial Aid and Rewards, which has resulted in more students accessing CSG Grant funding. There is also greater collaboration between VIU and disability-serving agencies not only at the local level, but also provincially and nationally.
- We have been working to provide more information about disabilities to our employees. For example, we are creating an information and resource package to help build awareness and support for employees who have cancer.
- We often solicit feedback from employees and work to implement their suggestions. For example, we are working on a Health and Wellness survey to gather feedback from all employees, and we conduct Employee Experience Surveys at regular intervals.
- The Human Resources Department and the Diversity, Equity and Human Rights Department collaborated on the development and deployment of Unconscious Bias Training for members of University hiring committees.
- In addition to bi-yearly training and workshops, the Centre for Innovation and Excellence in Learning provides one- to-one consultations to faculty with case-by-case questions about how to integrate accessibility questions and solutions into their teaching.
- The Centre for Innovation and Excellence in Learning endeavours to celebrate curriculum design initiatives that demonstrate the benefit of accessibility and Universal Design for Learning.

SERVING STUDENTS, EMPLOYEES AND COMMUNITY MEMBERS

Serving Students

VIU prides itself on supporting students with disabilities, as witnessed in the following [video of a VIU student](#) thriving at VIU. Approximately 804 students were registered with a disability through Accessibility Services from April 2022-March 2023. Accommodations are provided for students with a variety of documented disabilities including:

- mental health conditions
- ADD/ADHD
- learning disabilities
- chronic health issues
- hearing/visual impairments
- physical disability
- temporary impairments due to accidents or injury.

Examples of the accommodations provided to our students include:

- changing classroom location to better accommodate a physical disability
- alternate format materials beyond print as well as extra time, room-alone, assistive technology such as text-to-speech and speech-to-text software for exam accommodation
- note-taking supports
- e-text support
- captioning services
- temporary change in parking to accommodate students with a temporary impairment due to an accident or injury

In 2022/2023 (September to April) 1,976 individually accommodated exams were administered through the Assessment and Exam Services department. That represents an increase of more 50% over the same period in 2021/2022.

The ability for VIU to successfully accommodate students is largely built on the commitment and dedication of our team and good working relationships with VIU Faculty who understand our legal and ethical obligations under the BC Human Right legislation. Overall, the success of service hinges of four main factors:

1. building a trusting relationship with our students – if students feel safe, supported, and welcomed then we are off to a great start.
2. supporting employees in understanding of our legal obligation to a student registered with a disability so they are afforded reasonable accommodations.

3. employing appropriate staffing resources to support the growing demand for our services.
4. utilizing internal IT systems that provide the functionality needed to administer this complex service.

Accessibility Services has noted a steady increase in the number of students who register with a mental health disability. Between April 2022 and March 2023 nearly 20% of 804 registered students fell into the category of a 'mental health disability'. Due to internal system limitations, we suspect the actual number is much higher as fully 23% of 804 registered students fell into the 'multiple disabilities category', some of whom would have a mental health disability.

This year, an added concern from faculty has arisen. In particular, faculty are concerned about the rising student use of Artificial Intelligence in formal evaluations and has prompted two faculty areas to reassess how those evaluations should be administered. One example is moving away from exams to in-class essays. This is likely to increase the demand for VIU's invigilated services through its Assessment and Examination Services unit, specifically for those students who are registered with a disability and have a formal accommodation.

A tremendous amount of ongoing work is required to ensure new and continuing instructors are aware of our collective responsibility under BC Human Rights legislation to accommodate students who are registered with a documented disability. This work includes direct communication with individual faculty, presentations to faculty at departmental meetings and at the annual faculty chairs orientation to name a few. Documentation such as one-pagers and simple handouts are provided to faculty to guide them through the process on how to accommodate students. Senior managers in Student Affairs also work diligently and collaboratively with senior academic managers to keep them abreast of our legal obligations and to equip them with the resources needed to support and encourage their faculty.

FURTHER CONSULTATION AND NEXT STEPS

September is an exciting month for VIU. We welcome new and returning students and there is a renewed sense of optimism about what we can

accomplish in the new academic year. We will send out a request asking students and employees with disabilities or individuals who represent a disability-serving organization to serve on the new Accessibility Committee ensuring that the Committee is diverse and has Indigenous representation. We have taken steps to create mechanisms to allow the community to provide feedback about barriers to accessibility and will share information that has been collected by departments, consultants and the Universal Access Team. With the advice of the Accessibility Committee and the support of the Universal Access Committee and relevant campus departments, VIU will be able to prioritize and implement changes to make our campuses even more inclusive and accessible. We are looking forward to further consultation this Fall 2023 with VIU students, employees and community members.

The information gathered from this process will be added to this document and updated regularly to better support the needs of our VIU community.

FEEDBACK MECHANISM

We want to hear from you and invite you to provide us with information on any barriers and achievements related to accessibility and inclusion that you, or someone you know, has experienced at VIU.

Please email us at UniversityRelations@viu.ca.

MONITORING AND EVALUATION

The information outlined in this plan will be reviewed in the fall of 2023 and updated to include the voices of employees, students and VIU community members. Following that, the plan will be monitored annually to ensure that it is still current.

The Vancouver Island University Accessibility Plan will be reviewed and evaluated every three years, with the first full evaluation of this plan occurring in September 2026.

REFERENCES

¹ Government of B.C., “British Columbia Framework for Accessibility Legislation”, 2022, www.aodaalliance.org/wp-content/uploads/2019/09/BC-Framework-for-Accessibility-Legislation.pdf

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³ Accessible British Columbia Act, 2021, www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/21019

⁴ Inclusion B.C., 2023, inclusionbc.org