

Toronto School of Management
Multi-Year Accessibility Plan
2023-2025

Message from the President

Toronto School of Management (TSoM) is a private educational institution and continues to be committed to creating a campus community that is safe and inclusive for all individuals. Successful learning, living, and employment outcomes are the result of a shared responsibility and commitment on the part of students, staff, and instructors. As TSoM continues to enhance its culture of inclusiveness, it will require the recognition and support of everyone on campus to ensure a barrier-free learning and work environment.

This multi-year accessibility plan describes the measures that TSoM has taken to help ensure TSoM meets the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) obligations, and the measures we will take moving forward to identify, remove, and prevent further barriers for people so that the TSoM experience is one that ensures dignity, respect, and independence. We strive to listen to our community to ensure their unique needs are met in the planning up until 2025. Our goal is to advance our understanding of what makes a truly accessible organization, and to transform that knowledge into a culture that builds accessibility into everything that we do.

As we look towards future goals and TSoM shifts from a commitment of compliance to proficiency, we will build on what has been achieved to date. Accessibility is everyone's responsibility; I welcome input from all members of the Toronto School of Management and broader community as we work together towards creating an environment that ensures that everyone has a full and enriching TSoM experience.

Sincerely,

Ehsan Safdari
President and Managing Director
Toronto School of Management

About TSoM / Introduction

Toronto School of Management (TSoM) is an innovative college offering a broad range of career-focused programs in business, hospitality and tourism, big data, cybersecurity, accounting, and paralegal studies. We provide industry relevant programs which ensure our students meet the demands of today's ever-changing job market. Since our inception in 2013, we have strived to create a barrier free space campus and have designed it to be inclusive for accessing education while following the AODA and the Integrated Accessibility Standards Regulation (IASR).

In consultation with the various departments of TSoM, feedback was collected on past initiatives and future planned initiatives to help TSoM meet standards set out to make Ontario more accessible by 2025. Our past and new initiatives are built around one of our core values that defines TSoM as an organization: respect. TSoM is comprised of predominantly international learners, and we believe that diversity is a source of our strength. Protecting the rights and dignity of our students and staff is critical to our success as a private institution.

A major part of our vision for removing barriers into the future involves an accessibility planning committee being formed in 2023 to help carry through the strategies and priorities of this plan to 2025. The TSoM community is committed to collaborative efforts as we continue to foster positive attitudes and make progress towards a barrier-free campus and this initiative speaks to the collaboration and commitment of our campus community.

TSoM Multi-Year Plan

TSoM is committed to fulfilling our requirements under the AODA. Our 2023-2025 accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. The plan will be reviewed by the accessibility planning committee annually until 2025 when a new plan will be published. An annual plan progress report will be published annually as a part of the committee's responsibilities.

Past Achievements to Remove & Prevent Barriers

To date, we have taken several initiatives to remove barriers and improve accessibility at TSoM.

Customer Service

We have strived to remain compliant under Customer Service Standards and align our approach with the principles of equity, equality, and integration. Through the development of an Accessibility & Equity office and [accessibility statement](#) with a forum for receiving feedback from our community members through a variety of means, we can gain continued feedback to improve TSoM's accessibility into the future. We have established a commitment of 5 business days to review and act on requests received.

From time to time, disruptions on campus can limit accessibility and TSoM's facilities department has created a procedure for providing notice of temporary disruptions, which includes information about the disruption being posted in an accessible and visible space including at the location of the disruption, the reason for disruption, date and time of incident, facility/service effected, alternate facilities or services, if applicable, anticipated duration of the disruption, any service disruption updates, and key contact information. Using technology and with consent, email and phone updates can also be provided to community members ongoing as needed.

In addition, we have developed policies to help create an inclusive organization, such as an Equal Opportunity Policy and Student Code of Conduct, whereby TSoM supports the rights of our students and staff and fostering a safe space free from discrimination and harassment based on race, ancestry, place of origin, ethnic origin, citizenship, creed, sex, gender identification, sexual orientation, age, marital status, family status, and disability.

Information & Communication

TSoM's efforts to date have been committed to ensuring that accessible formats of communication, such as emergency plans, marketing materials, and policies and procedures can be requested and accessed timely for the community and our web presence be in accordance to Web Content Accessibility Guidelines (WCAG) 2.0. level AA. Due to the diversity of our community, how information is accessed and received can differ greatly across cultures and regions. TSoM is committed to ensuring digital accessibility for all people through continuous improvement toward a positive user experience for all people.

Student and staff facing materials, such as handbooks, outline the rights of people with disabilities, according to the ORHC. If requested, information regarding accessible formats and

communications support will also be included in the individual staff or academic accommodation plans. The plans will also include individualized emergency response information and will identify any other accommodation to be provided.

Employment

We believe in equal opportunity and are committed to treating all people with dignity and respect. TSoM is committed to making every reasonable effort to meet the needs of persons with disabilities in a timely manner, provided the accommodations do not cause TSoM undue hardship.

TSoM implemented mandatory AODA training for all employees and continue to strive to support accessibility requirements by staff and instructors. Developing a workplace accommodation policy and implementing individual workplace accommodation plans have been of focus, in addition to the implementation of a return-to-work process and plan for employees who have been absent from work. This has been critical in ensuring disability-related accommodations can be planned for and met.

Training

TSoM's commitment to remove barriers in accessing education applies to training as well. Leading up to now, TSoM has worked to ensure instructors, staff and volunteers have taken Ontario Human Rights Code (OHRC) training, AODA training, including accessibility awareness in the classroom for our instructors.

We train every person (and maintain record) as soon as practicable after being hired and provide continued training in respect of any changes to the Policies.

Design of Public Spaces

TSoM and the facilities management team is committed to the upkeep, preventative maintenance, and service of the grade to first-floor lift system at 22 College Street and has worked hard to ensure our building is accessible to our visitors. 22 College Street is a 120-year-old building which presents accessibility challenges typical of buildings of that era. A renovation in 2013 addressed many issues and TSoM is committed to continuous improvement to the site and continued discussion with building management to ensure inclusion into the future. To date, we have modified waiting areas and common spaces to ensure that in addition to fixed seating areas, dedicated spaces for people who use mobility devices are included. We ensure routine

service of our lift systems in the building and have carefully reviewed the service counter areas to ensure they welcome all TSoM community members and that a service disruption process is in place.

Transportation

Although we have no parking at our building, parking for offloading of Wheel Trans, taxis, or modified accessible vehicles is available at street level <10m from the main entrance to the institution.

Academics

A major part of our commitment to accessibility lies in our academic area, to ensure student success. With the hiring and onboarding of a dedicated accessibility professional who focuses on academic accessibility and accommodation, we have developed procedures and documentation to support academic accommodation requests and requests for alternate formats of educational material. Policies and procedures for supporting students with disabilities have been developed and are aligned with those of other institutions in the industry and are in accordance with the OHRC, including those for identifying, assessing, and verifying student disabilities that may require accommodations.

We have also reviewed the curriculum and have removed barriers by incorporating multiple means of learning delivery and assessments through the course of a module, making the learning opportunities more accessible for varied learning styles.

Finally, in the era of COVID 19, hybrid learning models are increasingly more popular amongst our students, and TSoM adopted the use of Canvas, which is a learning management system that utilizes the latest accessibility standards to support learners. Canvas is available to students 24/7. Any scheduled interruption to the system for routine maintenance will be communicated to both students and faculty at least two weeks in advance. Both TSoM faculty and students can consult the members of the IT and academic Teams to obtain support on matters related to the platforms and tools involved in hybrid learning.

Strategies and Actions

As we look ahead to 2025, TSoM has a continued commitment of fulfilling and exceeding the requirements of AODA. As a diverse, private educational institution that promotes the value of respect, we are committed to continuing to identify, remove and prevent barriers for people with disabilities. We have developed the following strategies and next steps to ensure we stay on track toward 2025.

Customer Service

To keep us on track toward 2025, an accessibility planning committee will commence this month, and will be comprised of a diverse group of TSoM community members, who will represent the diverse needs of our students and staff. This committee will support TSoM in ensuring the goals outlined in this plan are met. A review of policies and procedures in relation to accessibility will also be conducted by the committee and any recommendations of new policies and procedures will be addressed. In addition, the committee will review various means in which we collect feedback from our campus community and determine where to put up a bulletin board. Committee meetings will take place monthly and annual reports will be provided on the progress of the plan.

Information and Communications

In addition to the above customer service measures, TSoM will also review whether there are any innovative and accessible new ways in which service disruptions can be better communicated to the community (for example, a web notice). How we gain feedback from our community and how we communicate (notices around campus, signage, emails) in accessible ways will also be a priority of the committee. At this stage, it is important for TSoM re-assess our campus community demographics and ensure the needs of our staff and students are continuing to be met.

TSoM would also like to re-visit the TSoM web presence which has grown in the past 1-2 years and ensure that all newly created or formerly altered web pages continue to meet Web Content Accessibility Guidelines (WCAG) 2.0. level AA. An audit of our web pages will be conducted in early 2023, with results being shared to the marketing and web development teams. Applicable training will be conducted in 2023 to support our teams' learning should any areas of web page improvement be discovered in the audit.

Employment

HR is committed to improving on the work that their department already has done, and from 2023 to 2025, with TSoM's support, they will focus on breaking down barriers for prospective employees and revise our recruitment process to be as accessible as possible for people. We will also review how to make our communication and formats of communication to staff more accessible. At this stage, it is also important to revisit career development processes to ensure no barriers exist in the process and revisit the supports HR provides that help staff achieve their career goals.

Training

In 2023, further training will be offered to software and graphics staff on any WCAG requirements needed to maintain level AA of the standards. In addition, TSoM remains committed in providing the continued training requirements under AODA and OHRC.

For instructors, further training and supports on universal design for learning principles in the classroom and the creation of more accessible information / educational materials (including digital accessibility within the online learning environment) will be of focus in 2023-2024.

Self-Serve Kiosks

Although TSoM does not currently have self-serve kiosks, the accessibility planning committee will work closely with facilities to ensure that should at any point a kiosk be introduced on campus, that the IASR requirements are met. Regardless, the committee will review and determine if a self-serve kiosk is of need or interest to TSoM at this time.

Design of Public Spaces

In January 2023, TSoM has a meeting scheduled with architects and building management to conduct a site visit and commence renovations plans to the building from 2023 and beyond. This is a part of TSoM's commitment to ensuring the building's renovations meet or exceed health, safety, and accessibility requirements, and can support the growth of our institution. Key spaces on campus will also be reviewed in the plans, such as common spaces, doors, washrooms, and classrooms to ensure no barriers exist for our campus community. Continued meetings with building management will take place and TSoM will continue to work in partnership with them to ensure the building meets accessibility law requirements. Consultation with community members with disabilities and the accessibility planning committee will be a part of this review process.

Academics

TSoM's continued commitment to addressing academic accessibility and providing equitable opportunities for students is evident as we finish submitting our hybrid program delivery applications to the Private Career Colleges Branch this month, which will give students the opportunity to choose whether to pursue their education in either a person or hybrid learning model, depending on what works best for their learning needs.

Other current initiatives that will continue are further enhancing IT infrastructure to record and disseminate information for students with disabilities; continuing to raise awareness among students of their rights as students in Ontario; developing and delivering professional development on best practices in providing individual academic accommodations for students with disabilities; meeting directly with students to respond to their requests for accommodations.

During 2023-2025, we are committed to further enhancing existing services by bringing on Learning Strategists and Assistive Technologists, as needed, and becoming a 'gold standard' in how we provide support for students with disabilities in the private post-secondary sector.

For More Information

For more information on this accessibility plan or for accessible format of this document, please contact:

Jessie Atkins
Associate Director, Compliance & Risk Management
jessie.atkins@gus.global

Our accessibility plan is publicly posted [on our website](#)