

PART 1: GENERAL REQUIREMENTS

SECTION	INITIATIVE	DESCRIPTION	ACTIONS	STATUS	COMPLIANCE DATE
3	Establishment of Accessibility Policies	<p>3. (1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation. O. Reg. 191/11, s. 3 (1).</p> <p>(2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies. O. Reg. 191/11, s. 3 (2).</p> <p>(3) Every obligated organization, other than a small organization, shall,</p> <p>(a) prepare one or more documents describing the policies it developed under subsection (1); and (b) make the documents publicly available and, on request, provide them in an accessible format. O. Reg. 165/16, s. 3 (1).</p>	Policy written and posted on the NBS website with Customer Service Policy.	Complete	January 1, 2014
4	Accessibility Plans	<p>4. (1) The Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations shall, (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years. O. Reg. 191/11, s. 4 (1).</p>	Developed a multi-year plan to address the requirements to be met between 2013 and 2025.	Ongoing	2025
7	Training	<p>7. (1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all persons who are an employee of, or a volunteer with, the organization; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. O. Reg. 191/11, s. 7 (1); O. Reg. 165/16, s. 5 (1).</p>	Current staff members have participated in training sessions (classroom and online). Newly hired staff receive training as part of onboarding process.	Ongoing	January 1, 2015

PART II: INFORMATION AND COMMUNICATIONS STANDARDS

SECTION	INITIATIVE	DESCRIPTION	ACTION	STATUS	COMPLIANCE DATE
11	Feedback	11. (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. O. Reg. 191/11, s. 11 (1).	NBS notifies the public about the availability of accessible formats and communication supports for feedback process as part of policy on its website.	Complete	January 1, 2015
12	Accessible Formats and Communication Supports	12. (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons. O. Reg. 191/11, s. 12 (1). (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. O. Reg. 191/11, s. 12 (2). (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports. O. Reg. 191/11, s. 12 (3).	Upon request NBS will provide accessible formats and communications supports in a timely manner at no additional costs. The process to request accessible formats includes consultation with the person making the request when determining suitability of an accessible format or communication support. Information included in posted IAS Policy	Complete	January 1, 2016
14	Accessible Websites and Web Content	14. (2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section. O. Reg. 191/11, s. 14 (2).	NBS meets internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.	Complete	November, 2022
15	Educational and Training Resources and Materials	15. (1) Every obligated organization that is an educational or training institution shall do the following, if notification of need is given: 1. Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by, (i) procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or (ii) arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format. 2. Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities. O. Reg. 191/11, s. 15 (1).	Educational training resources and materials are in formats which take into account the accessibility needs of any student with a disability. Student records and information on program requirements are made available in alternate formats, as requested.	Complete	January 1, 2014
16	Training to Educators	16. (1) In addition to the requirements under section 7, obligated organizations that are school boards or educational or training institutions shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction. O. Reg. 191/11, s. 16 (1). (2) Obligated organizations that are school boards or educational or training institutions shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. O. Reg. 191/11, s. 16 (2).	Part of ongoing faculty professional learning – differentiation and accommodation. Training records exist.	Complete	January 1, 2013
18	Libraries of Educational and Training Institutions	18. (1) Subject to subsection (2) and where available, the libraries of educational or training institutions that are obligated organizations shall provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request. O. Reg. 191/11, s. 18 (1). (2) Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1). O. Reg. 191/11, s. 18 (2).	The NBS library provides, procures and acquires by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request.	Complete	January, 2018
3	Emergency Procedures, Plans, and Public Safety Information	3. (1) In addition to its obligations under section 12. if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request. O. Reg. 191/11, s. 13 (1).	Customized emergency information is provided to help individuals with disabilities during emergencies. Accessible ramps, entries/exits, and evacuation locations are available. Our fire plan includes option to self-identify language for assistance in case of fire alarms.	Complete	January 1, 2013

PART III: EMPLOYMENT STANDARDS

SECTION	INITIATIVE	DESCRIPTION	ACTION	STATUS	COMPLIANCE DATE
22 & 23	Recruitment (General, Assessment, and Selection)	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. O. Reg. 191/11, s. 22. 23. (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. O. Reg. 191/11, s. 23 (1). (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. O. Reg. 191/11, s. 23 (2).	Employees, job applicants, and the public are notified that accommodations can be made during the recruitment, assessment, selection and the overall hiring process. Job applicants are notified that accommodations are available upon request when they are individually selected to participate in any assessment or selection process. Suitable accommodations are arranged and provided in consultation with the applicants. Accommodation needs, requests, and plans are reviewed to update policies.	Complete	January 2018
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities. O. Reg. 191/11, s. 24.	Offer letters of employment reference NBS's policies for accommodation. Availability of accessibility to accommodations will be advised upon employment.	Complete	January 2018
25	Informing Employees of Support	25. (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. O. Reg. 191/11, s. 25 (1). (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. O. Reg. 191/11, s. 25 (2). (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. O. Reg. 191/11, s. 25 (3).	Ongoing education and updated information will be communicated to employees via NBS Intranet. All new employees will receive information in the Offer Letter of Employment and during the onboarding process. Employees' accommodation needs, requests, and plans are reviewed to update policies annually.	Complete	January 2016
26	Accessible Formats and Communication Supports for Employees	26. (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace. O. Reg. 191/11, s. 26 (1). (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support. O. Reg. 191/11, s. 26 (2).	Alternative information formats and supports are provided upon request and in consultation with the employee. Materials in accessible formats will be provided upon request.	Complete	January 2016
27	Workplace Emergency Response Information	27. (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. O. Reg. 191/11, s. 27 (1). (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. O. Reg. 191/11, s. 27 (2). (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability. O. Reg. 191/11, s. 27 (3). (4) Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies. O. Reg. 191/11, s. 27 (4).	NBS provides personal emergency plans for all employees and students as required. Customized emergency information is provided to help individuals with disabilities during emergencies. Accessible ramp, entries/exits, and evacuation locations are available. Fire plan includes options to self-identify language for assistance in case of fire alarms	Complete	January 1, 2012
			Planned: Automated doors will be installed where they are not already in place. General emergency policies are reviewed in accordance with emergency incidents to streamline improvements as soon as deficiencies are identified	Ongoing	
28	Documented Individual Accommodation Plans	28. (2) The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. O. Reg. 191/11, s. 28 (2).	Individual accommodation plans are developed and updated as required in response to employees' requests and needs.	Complete	January 1, 2016
29	Return to Work	29. (1) Every employer, other than an employer that is a small organization, (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and (b) shall document the process. O. Reg. 191/11, s. 29 (1). (2) The return to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use documented individual accommodation plans, as described in section 28, as part of the process. O. Reg. 191/11, s. 29 (2). (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute. O. Reg. 191/11, s. 29 (3).	Written process available (on intranet + discussed during onboarding) for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. Individual accommodation plans are developed and updated as required in response to employees' requests and needs.	Complete	January 2014
30	Performance Management	30. (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities. O. Reg. 191/11, s. 30 (1).	NBS's performance management processes take into account the accessibility needs, requests, and plans of all employees and are reviewed annually to make improvements in pertinent policies.	Complete	January 1, 2015
31	Career Development and Advancement	31. (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities. O. Reg. 191/11, s. 31 (1).	NBS's career development and advancement processes take into account the accessibility needs, requests, and plans of all employees and are reviewed annually to make improvements in pertinent policies.	Complete	January 1, 2015
32	Redeployment	32. (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities. O. Reg. 191/11, s. 32 (1).	NBS's redeployment processes take into account the accessibility needs, requests, and plans of all employees and are reviewed annually to make improvements in pertinent policies.	Complete	January 1, 2015

PART IV.1: DESIGN FOR PUBLIC SPACES STANDARDS (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT)

SECTION	INITIATIVE	DESCRIPTION	ACTION	STATUS	COMPLIANCE DATE
80.44	Maintenance	80.44 In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following: 1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. O. Reg. 413/12, s. 6.	Completed – Disability accessible ramp at the nearest entrance – Upgraded from button to wave technology – Delayed double doors to allow someone in a wheelchair sufficient time to move through – Automated concourse studio doors – Horizontal evacuation in case of a fire due to the good proximity to elevators – Concourse bathroom doors upgraded to auto open – Child change table installed in men's washroom – All other reported deficiencies will be dealt with immediately. Formal inspections done biannually to identify deficiencies and implement repair plans	Complete	January 1, 2016
			Planned – Renovations for gender neutral bathrooms in accordance with legislated requirements – Eliminate elevated step at entrance to main floor bathrooms – Widen main floor bathroom doors – Lower urinals in accordance with legislated requirements – Foldable/drop down stability bars for the stalls – Toilet paper rolls in accordance with legislated requirements – Upgrade to auto flush toilets – Automatic soap dispenser installation in progress – Automatic paper towel dispensers on the wall – Renovations for low stimulus quiet room – increase delay for elevator door closing and add signage to override the delay in the elevator as needed	Planned	2025

PART IV.2: CUSTOMER SERVICE

SECTION	INITIATIVE	DESCRIPTION	ACTION	STATUS	COMPLIANCE DATE
80.49	Training for Staff	80.49 (1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities: 1. Every person who is an employee of, or a volunteer with, the provider. 2. Every person who participates in developing the provider's policies. 3. Every other person who provides goods, services or facilities on behalf of the provider. O. Reg. 165/16, s. 16. (2) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters: 1. How to interact and communicate with persons with various types of disability. 2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. 3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability. 4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities. O. Reg. 165/16, s. 16.	Completed – Records of mandatory ongoing faculty professional learning (differentiation and accommodation)	Complete	January 1, 2015
			Planned – De-escalation training to manage neurodivergent or otherwise cognitively challenged individuals (public, staff, and clients) – All staff and volunteers will be trained on how to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or support person	Ongoing	2023
80.48	Notice of Disruption	80.48 (1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public. O. Reg. 165/16, s. 16.	If there is a temporary disruption of our facilities or services typically used by people with disabilities, notice of the disruption will be provided. Notice will include information about the reason for the disruption, the anticipated duration of the disruption and a description of alternative facilities or services, if any, that are available. Notice may be given by posting information at the premise, on the School website, voice messaging or any other reasonable alternative in the particular circumstances. It is expected that consideration will be given to people with disabilities who will be most affected by the disruption and steps will be taken to ensure that the information about the disruption will be communicated in a way that best supports their needs.	Complete	January 1, 2015
80.47	Use of Assistive Devices, Service Animals, and Support Persons	80.47 (1) This section applies if goods, services or facilities are provided to members of the public or other third parties at premises owned or operated by the provider and if the public or third parties have access to the premises. O. Reg. 165/16, s. 16. (2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. O. Reg. 165/16, s. 16. (3) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities. O. Reg. 165/16, s. 16. (4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. O. Reg. 165/16, s. 16. (5) The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that, (a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises. O. Reg. 165/16, s. 16.	People with disabilities may use their own personal assistive devices or those that may be provided by NBS while obtaining any services provided in any premise of the NBS. Service animals are allowed to enter our premises with any person with a disability, except where animals are not allowed by law. Where an animal is not allowed by law, alternate options will be explored to provide the service to the person with a disability. Support persons are permitted to go with any person with a disability in any area, on our school premise. Permission will be obtained using appropriate methods of communication in cases of private and/or confidential meetings.	Complete	January 1, 2015
80.50	Feedback	80.50 (1) Every provider shall establish a process for receiving and responding to, (a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and (b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3). O. Reg. 165/16, s. 16. (2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities. O. Reg. 165/16, s. 16. (3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request. O. Reg. 165/16, s. 16. (4) Every provider shall make information about the feedback process readily available to the public. O. Reg. 165/16, s. 16. (5) Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person. O. Reg. 165/16, s. 16.	Any person wishing to provide feedback to the School about the manner in which it provides services to people with disabilities may do so in a variety of ways, including in person, by contacting our EDI (Equity, Diversity and Inclusion) Line at 437-328-5226, by text or phone call (EDI Line), by email at edi@nbs-enb.ca, or by some other communication technology. Feedback is forwarded to the attention of the Human Resources (HR) Manager.	Complete	January 1, 2015