

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

Date	Compliance Requirements
December 31, 2014	File accessibility compliance report
By Jan 1, 2015	Create accessibility policies to achieve your accessibility goals and tell your employees & customers about them. (i.e. add to website, create accessibility email/feedback mechanism)
By Jan 1, 2016	Train staff on accessibility laws (new laws and Human Rights Code) Make feedback processes (e.g. surveys, comment cards, etc.) accessible upon request
By Jan 1, 2017	Make our public information accessible upon request. Make our employment practices more accessible (hire, retain, provide career development opportunities for all employees) File an accessibility compliance report by Dec 31, 2017
By Jan 1, 2018	Nothing for us to do <i>(focused on recreational trails, beach access routes, parking lots, service counters, etc.)</i>
By Jan 1, 2020	File an accessibility compliance report by Dec 31, 2020 (note – deferred to June 1, 2021 due to COVID-19)
By Jan 1, 2023	File an accessibility compliance report by Dec 31, 2023
By Jan 1, 2025	Ontario is an accessible province.

Part I – GENERAL REQUIREMENTS

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.		Complete	January 1, 2014 for over 50 ees January 1, 2015 For under 50 ees
4	Accessibility Plans	4.(1) 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.	Plan is drafted. Accessibility policy and plan posted on website Track and review every 2 years or as information changes.	Complete	January 1, 2014 for over 50 ees No written plan needed for under 50 ees (but must be able to present the plan verbally if audited) so best to put in place
6	Self-Serve Kiosks	6.(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	NOT APPLICABLE	N/A	January 1, 2014 for over 50 ees January 1, 2015 For under 50 ees
7	Training	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 employees, and volunteers; (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.	Employees have been trained, build into mandatory onboarding for new hires. Complete and sign acknowledgement form, keep on file.	Complete	January 1, 2014 for over 50 ees January 1, 2016 For under 50 ees

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 accessible formats and communications supports, upon request.	Currently provided at reception. Paper forms can be provided or verbal. Also added to our website when website was redesigned and launched.	Complete	January 1, 2015 for over 50 ees January 1, 2016 For under 50 ees
12	Accessible Formats & 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.	Communicated with staff; posted on website as part of AODA policy and plan.	Complete	January 1, 2016 for over 50 ees January 1, 2017 For under 50 ees
12		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.		Complete	January 1, 2016 January 1, 2017 For under 50 ees
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.		Complete	January 1, 2016 January 1, 2017 For under 50 ees
Section	Initiative	Description	Action	Status	Compliance Date
13	Emergency Procedures, Plans or Public Safety Info	13.(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	NOT APPLICABLE As these are evacuation procedures for public places. Will create individualized emergency plans for staff upon	N/A	January 1, 2012

Section	Initiative	Description	Action	Status	Compliance Date
		information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	request.		
14	Accessible Websites & 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.	Work with vendor to ensure new website fully compliant with legislated requirements and ongoing adherence going forward as any changes to legislation occur.	Complete	<p>January 1, 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>January 1, 2021 All internet websites and web content must conform with WCAG 2.0 Level AA, other than,</p> <ul style="list-style-type: none"> • success criteria 1.2.4 Captions (Live) • success criteria 1.2.5 Audio Descriptions (Pre-recorded).

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15	Educational & Training Resources & Materials	<p>15(1) Every obligated organization that is an educational or training institution shall do the following, if notification of need is given:</p> <ol style="list-style-type: none"> 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, <ol style="list-style-type: none"> 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. 	NOT APPLICABLE as we are not a training or educational institution	N/A	January 1, 2013
16	Training to Educators	<p>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.</p>	NOT APPLICABLE	N/A	January 1, 2013
		<p>(2) Obligated organizations that are school boards or educational or training institutions shall keep a record of the training provided under this section, including</p>	NOT APPLICABLE.	N/A	January 1, 2013

Section	Initiative	Description	Action	Status	Compliance Date
		the dates on which the training is provided and the number of individuals to whom it is provided.			
17	Producers of Educational or Training Material	17(1) Every obligated organization that is a producer of educational or training textbooks for educational or training institutions shall upon request, make accessible or conversion ready versions of the textbooks available to the institutions.	NOT APPLICABLE.	N/A	January 1, 2015 For accessible or conversion ready versions of textbooks
		(2) Every obligated organization that is a producer of print-based educational or training supplementary learning resources for educational or training institutions shall upon request, make accessible or conversion ready versions of the printed materials available to the institutions.	NOT APPLICABLE.	N/A	January 1, 2020 For accessible or conversion ready versions of printed materials that are educational or training supplementary learning resources.
18	Libraries of educational & training institutions	18(1) Subject to subsection (2) and where available, the libraries of educational and 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. (2) Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1).	NOT APPLICABLE.	N/A	January 1, 2015 For print-based resources or materials January 1, 2020 For digital or multimedia resources or materials

PART III – Employment Standard

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Has been added to our website and all job postings and communications (templates in HRIS)	Complete	January 1, 2016 January 1, 2017 for under 50 ees
23	Recruitment, Assessment or Selection Process	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. 23.(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.	Included in job posting and all communications (templates in HRIS)	Complete	January 1, 2016 January 1, 2017 for under 50 ees
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.	Included	Complete	January 1, 2016 January 1, 2017 for under 50 ees
25	Informing Employees of Supports	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.	Added to new employee orientation ; mandatory and requires sign off.	Complete	January 1, 2017 for under 50 ees
25		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Added to new hire orientation completed on Day 1	Complete -	January 1, 2016 January 1, 2017 for under 50 ees

Section	Initiative	Description	Action	Status	Compliance Date
25		25.(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.		Completed; as necessary added as required	January 1, 2016 January 1, 2017 for under 50 ees
26	Accessible Formats & 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.	Built templates, included as part of policy and will work with individual employees upon request to develop these that meet their needs.	Complete	January 1, 2016 January 1, 2017 for under 50 ees
26		26.2. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Noted in template to work in collaboration with employee, leader and HR.	Complete	January 1, 2016 January 1, 2017 for under 50 ees
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.	Templates created, will work with individual, their leader and HR to build an individualized plan upon request.	Complete	January 1, 2012 Over and under 50 employees
27		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's	Templates created, will work with individual, their leader and HR to build an individualized	Complete	January 1, 2012 Over and under 50 employees

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		consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	plan upon request.		
27		(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.		Complete	January 1, 2012 Over and under 50 employees
27		(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.	Templates created, will work with individual, their leader and HR to build an individualized plan upon request.	Complete	January 1, 2012 Over and under 50 employees
28	Documented Individual Accommodation Plans	28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Templates/policy created, will work with individual, their leader and HR to build an individualized plan upon request.	Complete	January 1, 2016 January 1, 2017 for under 50 ees
28		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	Templates created, will work with individual, their leader and HR to build an individualized plan upon request.	Complete	January 1, 2016 January 1, 2017 for under 50 ees

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		<p>assessed on an individual basis.</p> <p>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.</p> <p>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.</p> <p>5. The steps taken to protect the privacy of the employee's personal.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
29	Return to Work Process	29.(1) Every employer, other than an employer that is a small organization,	Templates/policy created, will work with individual, their leader and HR to build an	Complete	January 1, 2016 January 1, 2017

Section	Initiative	Description	Action	Status	Compliance Date
		(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.	individualized plan upon request.		for under 50 ees
29		29. (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 individual documented accommodation plans, as described in section 28, as part of the process.	Policy created	Complete	January 1, 2016 January 1, 2017 for under 50 ees
29		29. (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.		Complete	January 1, 2016 January 1, 2017 for under 50 ees
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.	Templates/policy created, will work with individual, their leader and HR to build an individualized plan upon request.	Complete	January 1, 2016 January 1, 2017 for under 50 ees
31	Career Development & 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.	Templates/policy created, will work with individual, their leader and HR to build an individualized plan upon request.	Complete	January 1, 2016 January 1, 2017 for under 50 ees

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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.	Currently not using redeployment	To be created as needed	January 1, 2016 January 1, 2017 for under 50 ees