

Accessibility for Ontarians with Disabilities Act (2023), Integrated Accessibility Standards, Multi-Year Plan

Section	Category	Description	Action	Status	Compliance Date
Part I - General Requirements					
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.	Policy section drafted, reviewed, and published to employees.	Complete	January 1, 2014
			Review policy and procedures annually to ensure new legislation and/or accommodations are	Ongoing	Annually
4	Accessibility Plans	4.(1) Large organizations shall, 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; post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and review and update the accessibility plan at least every five years.	Identify barriers company may experience.	Complete	January 1, 2014
			Develop multi-year plan and obtain management approval.	Complete	
			Notify web communications/IT of updates for posting on company site.	Complete	
			Review and update plan annually.	Ongoing	Annually
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, all employees, and volunteers; all persons who participate in developing the organization's policies; and all other persons who provide goods, services, or facilities on behalf of the organization; board of directors.	Maintain training matrix that identifies training needs as regulations are implemented.	Ongoing/Compliant	January 1, 2015
			Ensure third-party training company materials are accessible, if necessary, and compliant with AODA standards and corporate policy.	Complete	
Part II - Information and Communication Standards					
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.	Conduct a review of all current feedback processes.	Complete	January 1, 2015
			Determine what accessible formats and communication supports will be provided upon request.	Complete	
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, in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons.	Determine what accessible formats and communication supports will be provided (see Feedback).	Complete	January 1, 2016
			Ensure these formats and supports can be provided in a timely manner (e.g., immediately, within 24 hours, etc.).	Complete	

		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Communicate to employees of this requirement through release of new accessibility policy.	Complete	
			Develop protocol for situations where a suitable agreement cannot be made.	Complete	
		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Post notification on company website.	Complete	
			Include notification in company policy.	Complete	
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.	Ensure web communications/IT is aware of requirements in the guideline.	Complete	January 1, 2014
			Update website to conform with Level A during website upgrade, excluding content posted prior to 2012.	Complete	
			Update website to conform with Level AA other than sections 1.2.4 and 1.2.5.	Complete	January 1, 2021
Part III - Employment Standards					
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	Include a statement in job postings to the Union re. commitment to providing accommodations for persons with disabilities.	Complete	January 1, 2016
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.	Identify barriers during recruitment (e.g., location of interviews, phone calls/e-mails, orientation, training, etc.).	Complete	January 1, 2016
			Develop interview guidelines to ensure applicants are aware of accommodations.	Complete	
		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.	Develop guidelines to providing accommodation.	Complete	
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.	Post statement in new hire orientation package in regards to accessibility policy.	Complete	January 1, 2016
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.	Circulate new accessibility policy to all employees.	Complete	January 1, 2016
		25.(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Provide copy of accessibility policy upon hire.	Ongoing/Compliance	

		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.	Provide updates/amendments to accessibility policy whenever applicable.	Ongoing/Compliant		
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, information that is needed in order to perform the employee's job; and information that is generally available to employees in the workplace.	Ensure the provision of this information is in the company policy.	Complete	January 1, 2016	
			Determine what accessible formats and communication supports will be provided and how.	Complete		
			26.2 The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Communicate to employees of this requirement through release of new accessibility policy.		Complete
			Develop protocol for situations where a suitable agreement cannot be made.	Complete		
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.	Write into accessibility policy and develop process for individualized emergency response information.	Complete	January 1, 2012	
			27.(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.	Include into process when necessary.		Complete
			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.	Include into process when necessary.		Complete
			27.(4) Every employer shall review the individualized workplace emergency response information, when the employee moves to a different location in the organization; when the employee's overall accommodation needs or plans are review; and when the employer reviews its general emergency response policies.	Include as part of annual policy reviews.		Complete
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.	Develop process.	Complete	January 1, 2016	

		<p>28.(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p> <p>The means by which the employee is assessed on an individual basis.</p> <p>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>The manner in which the employer can request the participation of a representative from their 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>The steps taken to protect the privacy of the employee's personal information.</p> <p>The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>If an individual accommodation plan is denied, the manner in which the reasons</p>	Develop process.	Complete	
29	Return to Work Process	<p>29.(1) Every employer, other than an employer that is a small organization, 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 shall document the process.</p>	Review the current return to work process and implement any changes that are necessary.	Complete	January 1, 2016
		<p>29.(2) The return to work process shall, outline the steps the employer will take to facilitate the return to work of employee who were absent because their disability required them to be away from work; and use individual documented accommodation plans, as described in section 28, as part of the process.</p>	Review the current return to work process and implement any changes that are necessary.	Complete	
		<p>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.</p>	Include into current process.	Complete	
30	Performance Management	<p>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.</p>	Review the current process and include individual accommodation plan as a consideration.	Complete	January 1, 2016

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.	Review the current process and include individual accommodation plan as a consideration.	Complete	January 1, 2016
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.	Review the current process and include individual accommodation plan as a consideration.	Complete	January 1, 2016