Accessibility Compliance Reporting
What Businesses and Non-Profits Need to Know

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

July 2023

Ontario

Agenda

- Legislative Context

- Steps to Downloading and Completing the Form

- Selected Questions from the 2023 Compliance Report

- Other Requirements Related to Accessibility

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- Frequently Asked Questions

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Legislative Context

Ontario's accessibility laws

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The AODA establishes that the province, with the involvement of persons with disabilities, will identify and remove barriers to accessibility for persons with disabilities by developing, implementing and enforcing accessibility standards for:

- customer service
- information and communications
- transportation
- design of public spaces
- employment

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Accessibility Reporting Requirements

All people and organizations in Ontario, including the Government of Ontario and Legislative Assembly must comply with Ontario's accessibility laws.

Business and non-profit organizations with:

- 20 or more employees **must submit an accessibility compliance report** which confirms that they have met their current accessibility requirements under the AODA.

- 1-19 employees must comply with the AODA regulation, but do not have to submit a compliance report.

Smaller organizations can use the **Accessibility Standards Checklist**, a confidential self-assessment tool, to help understand and meet their accessibility requirements.

The Accessibility Standards Checklist is available at ontario.ca/accessibility under the "Requirements for organizations" section.

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Steps to Compliance

Ontario has a sequence of steps that helps organizations to achieve compliance with the AODA and its accessibility standards.

The goal is to bring organizations into compliance using a progressive compliance and enforcement approach:

- starting with education and outreach;

- continuing with audits for organizations that miss a deadline to file a report or fail to come into compliance; and

- escalating to sanctions and penalties, if necessary.

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Steps to Downloading and Completing the Form

Accessibility Compliance Report

Accessibility Compliance Reporting

Easy Steps!

Accessibility compliance reports are **due by December 31, 2023**.

The accessibility compliance report form is available at **ontario.ca/AccessibilityReport**

1. Download and save the form, which is an accessible and interactive PDF.

   - **Important note:** Save the PDF on your computer first. Then open it only with the latest version of Adobe Acrobat Reader. Using other applications or opening the form in a browser **will result in errors**. The latest version is available free on the Adobe website

2. Fill in the required information.

3. Once it's complete and certified, simply submit your report.

No log-in needed at any point in the process.

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Step One: Download and Save the Form

To download the form:

- right-click on the download button

- select "Save link/target as" and save it on your computer.

Then navigate to the saved file and open the form with Adobe Acrobat Reader.

If you have trouble, help is available on the webpage.

Step Two: Filling Out the Form – Getting Ready

Copy or print the first two pages

These pages have helpful information and instructions to help you complete the form.

Before clicking "Next", take a copy of this information so you don't always have to go back to the beginning of the form to refer to them.

Before completing the report, make sure you have your:

- Organization category (e.g. Business or Non-Profit)
- Business number (BN9)
- Organization's legal name

Report questions will be tailored to the type of your organization and number of employees.

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2023 Accessibility Compliance Report

Instructions

All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.

If you are a public sector organization with **20 or more employees** that is not designated under the Integrated Accessibility Standards Regulation (IASR) you are to comply with the IASR as a private/not-for-profit organization and complete the appropriate Accessibility Compliance Report. If you are a public sector organization with **fewer than 20 employees** that is not designated under the IASR, you are to comply with the IASR as a small business/non-profit organization and are exempt from the requirement to submit a report.

Fields marked with an asterisk (*) are mandatory.

A. Organization information

Organization category *	Number of employees range *	Reporting year
Business or Non-profit	20-49 employees	2023

Business details

Organization legal name *	Number of employees in Ontario * Help
Organization ABC	45

Business number (BN9) *   Help

☐ Check if operating/business name is same as legal name

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Step Two: Filling Out the Form - Sample Question

Each question on the form includes links to resources and features to help you understand and report on your compliance requirements.

2. If there is a temporary disruption of goods, services or facilities used by persons with disabilities, does your organization give a notice of the disruption to the public? *
(If Yes, please answer an additional question)

⦿ Yes   ◯ No

Read O. Reg. 191/11, s. 80.48 (1): Notice of temporary disruptions   Learn more about your requirements for question 2

2.a.   Does the notice of the disruption include all of the following? *   ◯ Yes   ◯ No

- The reason for the disruption?

- Its anticipated duration?

- A description of available alternative facilities or services (if any)?

Read O. Reg. 191/11, s. 80.48 (2): Notice of temporary disruptions   Learn more about your requirements for question 2.a

Comments for question 2.a

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Step Three: Save and Submit the Form

Always remember to save your information as you work through the report.

When you have answered all the questions, click the "Save and submit" button to submit your form to the ministry.

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2023 Accessibility Compliance Report

Organization category Business or Non-profit	Number of employees range 20-49

Filing organization legal name Organization ABC

Filing organization business number (BN9) 123456789

Fields marked with an asterisk (*) are mandatory.

E. Accessibility compliance report summary

Your responses to the questions on your accessibility report indicate that your organization is in compliance with AODA standards. **Your organization may be audited to verify compliance.**

Save form   Print form   Save and submit   Previous

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Selected Questions from the 2023 Accessibility Compliance Report

Support Persons

Example Question: 20-49 Employees

Q.? Does your organization ever require a person with a disability to be accompanied by a support person when on your premises?

☑ Yes ☐ No
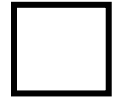
If yes:

Does your organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises:

- Consult with the person with a disability?

- Determine a support person is necessary to protect the health or safety of the person with the disability or others on premises?

- Determine that there is no other way to protect the health or safety of the person with a disability or others on premises?

Note: Examples of places where a support person may be required include a recreation centre, a community centre or an amusement park.

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Support Persons ... continued

How you comply:

If you answer **'yes'** to this question, it may be that your organization may only require a support person to accompany a person with a disability:

a) in very limited circumstances, and **b)** when there is no other available option

When creating your policies:

- think about how customers who require the assistance of a support person will use your services
- decide how you will deal with special situations or services

- identify any possible situations where a support person might be required to accompany a person with a disability for health or for safety reasons
- include information on how you will handle situations where a support person is required for health or safety reasons.

For all these requirements, refer to the [Customer Service Standards of the Integrated Accessibility Standards Regulation](#).

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Training

Example Question: 50+ Employees

Q.? Does your organization provide appropriate training on:
  a. the AODA Integrated Accessibility Standards Regulation?
  b. the Human Rights Code as it pertains to people with disabilities?

☑ Yes ☐ No

How you comply:

- All organizations must provide training to anyone who:
  - is an employee of, or a volunteer with, the organization;
  - participates in developing the organization's policies; and
  - provides goods, services or facilities on behalf of the organization

- Training requirements must be appropriate to the duties of the persons receiving training (if you have 50+ employees, you must have a document indicating when training was provided).

Find information about how to train your staff on accessibility and the how the AODA and Ontario's Human Rights Code work together.

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Accessible Feedback Processes

Example Question: 50+ Employees

Q.? Does your organization have a process for receiving and responding to feedback that is accessible to people with disabilities?

☑ Yes ☐ No

If '**yes**':

- Does your organization notify the public about the availability of accessible formats and communications supports with respect to the feedback process?

How you comply:

- All organizations with a process(es) for receiving and responding to feedback must make them available to people with disabilities in accessible formats or with appropriate communication supports, on request and,

- Notify the public about the availability of accessible formats and communications supports with respect to the feedback process.

For all these requirements, refer to the [Information and Communications Standards of the Integrated Accessibility Standards Regulation](#).

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Making Websites and Web Content Accessible

Example Question: 50+ Employees

Q.? Does your organization have one (or more) website(s) which it controls directly or indirectly ('controls' means that your organization is able to add, remove and/or modify content and functionality for the website)?
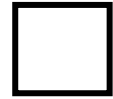
☑ Yes ☐ No

If '**yes**':

- Do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA (except for live captions and pre-recorded audio descriptions)?

- In the comments box, please list the complete names and addresses of your publicly available web content, including websites, social media pages, and apps.

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Making Websites and Web Content Accessible ... continued

How you comply:

- The requirements for accessible websites apply to Business/Non-Profit organizations with 50 or more employees.

- All public websites and web content posted after January 1, 2012, must meet WCAG 2.0 Level A and Level AA other than live captions and pre-recorded audio descriptions.

- WCAG 2.0 is an internationally-accepted standard for web accessibility developed by the World Wide Web Consortium (W3C), an international team of experts.

- We recommend visiting the Ontario webpage on "How to make websites accessible" at **ontario.ca/AccessibleWebsites**

- More tools and resources are available on the WCAG's website.

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Individualized Workplace Emergency Response Information

Example Question: 50+ Employees

Q.? Does your organization employ any persons with disabilities for whom you have provided individualized workplace emergency response information?

☑ Yes ☑ No

How you comply

- If '**no**', your organization does not currently employ a person with a disability requiring individualized workplace emergency response information.

- If '**yes**', you have documents or a written statement confirming that your organization will provide individualized workplace emergency response information to employees who have a disability, if they require it, and you are aware of their need for it. This can be included in your accessibility policies, multi-year accessibility plan (MYAP), employment policies, and/or other documents.

- Resources are also available to guide you:

    - [How to provide accessible emergency information](#)
    - [Providing accessible emergency info to staff checklist](#)

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Other Requirements Related to Accessibility

Create Accessibility Policies and Multi-Year Plans

All business/non-profit organizations must:

- create policies that describe how they will meet their requirements under the Integrated Accessibility Standards Regulation (IASR).

Organizations with 50+ employees must:

- document their policies in writing and include a statement of commitment to meet the needs of customers with disabilities in a timely manner

- develop, review and update a **multi-year accessibility plan** outlining their strategies to prevent and remove barriers to accessibility

- post their multi-year accessibility plan on their website

- provide the plan in an accessible format upon request

- review/update the plan at least once every five years.

Find information about to [how to create an accessibility plan and policy](#).

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Your to do list

1. [Review your accessibility requirements](#).

2. Make sure you are meeting every requirement that is currently in effect for your organization.

3. Download your accessibility compliance report at [ontario.ca/AccessibilityReport](#), complete the form and then click "Submit".

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Other Considerations

Keep us up to date

Has your organization's information changed?

Complete an organization profile update form to notify us of any changes to your organization such as:

- address

- primary contact information

- number of employees

- status (for example, if no longer in business or has fewer than 20 employees)

ontario.ca/AccessibilityReport

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Frequently Asked Questions (FAQs)

FAQ: Compliance Audits

What will happen if I don't comply with the requirements?

- The ministry conducts audits of obligated organizations each year for the purposes of verifying compliance with the requirements of the standards.

- In cases where organizations are found to be non-compliant, the ministry will offer tools, resources and other supports as necessary in order to help the organizations in question understand and meet their requirements.

- In cases where non-compliance persists, the ministry will enforce the law using the measures outlined in the act. Enforcement measures may include Director's Orders to comply and the requirement to pay administrative monetary penalties, as well as prosecution and fines for offences.

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FAQ: Director's Order

What will happen if I don't comply with a Director's Order?

- If a person or organization fails to comply with a Director's Order to pay an administrative monetary penalty, and no appeal of the order is made, the order may be filed with the local registrar of the Superior Court of Justice and may be enforced as if it were an order of the court.

- If a person or organization fails to comply with a Director's Order, it may be prosecuted as an offence under section 37(1) of the act.

- A corporation who is guilty of an offence under this act is liable on conviction to a fine of up to $100,000 for each day or part of a day on which the offence occurs or continues to occur.

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FAQ: Deadline Extension

Can I request an extension to the December 31, 2023, reporting deadline?

- No extensions will be given beyond the December 31, 2023, reporting deadline.

- If you do not file by the deadline, then you should still file your report as soon as possible to reduce the impact on your compliance history.

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FAQ: Technical Issues

Can an extension be granted due to technical difficulties?

- Organizations experiencing technical issues must contact the ministry directly, prior to the December 31st deadline.

- It is important that the ministry is aware of any technical issue(s) your organization is facing, as it could impact your compliance history.
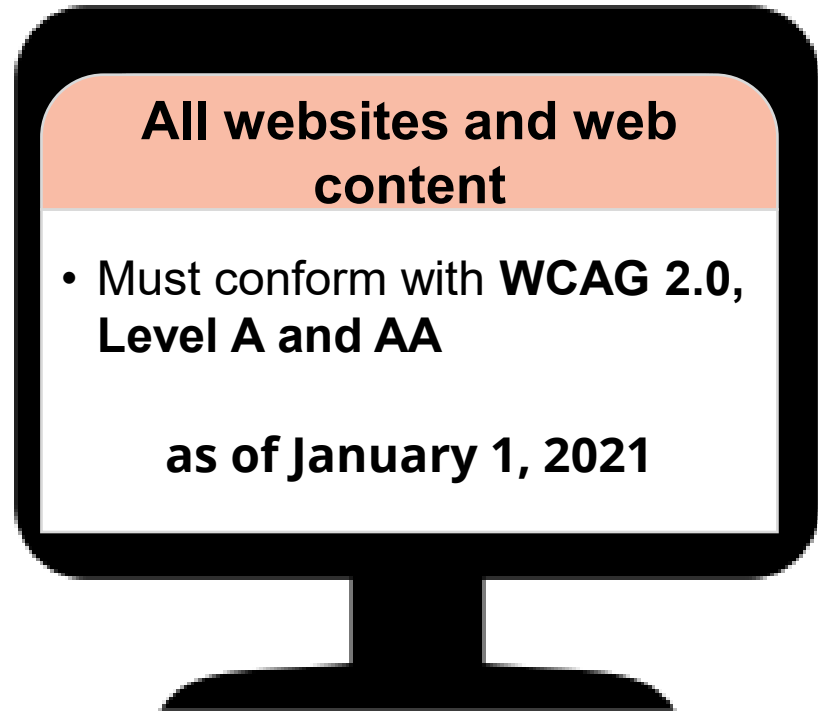
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FAQ: Submitting a Non-Compliant Report

What will happen if I submit a non-compliant accessibility compliance report?

- If you filed your report (before or after the deadline) but are not fully compliant, there is no automatic enforcement action taken by the ministry.

- The ministry will offer tools, resources and other supports as necessary in order to help your organization understand and meet the requirements.

- A schedule will be negotiated with a date when your organization will be expected to report full compliance.

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Resources/
Contact Us

Making Websites and Web Content Accessible

All websites and web content

- Must conform with **WCAG 2.0, Level A and AA**

  as of January 1, 2021

If you have 50+ Employees

All public websites and web content posted **after January 1, 2012** must meet **WCAG 2.0, Level A and AA** other than live captions and pre-recorded audio descriptions.

For information on how to make websites accessible visit: **ontario.ca/AccessibleWebsites**.

Find WCAG tools and resources.

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AODA Toolbox

Sign up for the ministry's newsletter

- Join our mailing list and subscribe to our newsletter with interesting articles and information about Ontario's accessibility laws.

- Visit: ontario.ca/accessibility

- Scroll to the bottom of the page and click "Subscribe to Ontario's AODA newsletter"

Questions?

We're here to help!

Contact us:

ontario.ca/accessibility

Toll-Free: 1-866-515-2025

TTY: 416-325-3408 / 1-800-268-7095

accessibility@ontario.ca

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For Information and Updates

Follow us on social media:

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Ontario Ministry for Seniors and Accessibility

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Website addresses in this presentation

Slide	Linked text	Website address
5	ontario.ca/accessibility	https://www.ontario.ca/page/accessibility-in-ontario
8	ontario.ca/AccessibilityReport	https://www.ontario.ca/page/completing-your-accessibility-compliance-report
16	Customer Service Standards of the Integrated Accessibility Standards Regulation	https://www.ontario.ca/laws/regulation/110191#BK151
17	how to train your staff on accessibility	https://www.ontario.ca/page/how-train-your-staff-accessibility
17	how the AODA and Ontario's Human Rights Code work together	http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda
18	Information and Communications Standards of the Integrated Accessibility Standards Regulation	https://www.ontario.ca/laws/regulation/110191#BK8
20	ontario.ca/AccessibleWebsites	https://www.ontario.ca/page/how-make-websites-accessible
20	the WCAG's website	https://www.w3.org/
21	How to provide accessible emergency information	https://www.ontario.ca/page/how-provide-accessible-emergency-information-staff
21	Providing accessible emergency info to staff checklist	https://forms.mgcs.gov.on.ca/en/dataset/on00032
23	how to create an accessibility plan and policy	https://www.ontario.ca/page/how-create-accessibility-plan-and-policy
24	Review your accessibility requirements	https://www.ontario.ca/page/accessibility-rules-businesses-and-non-profits
24	ontario.ca/AccessibilityReport	https://www.ontario.ca/page/completing-your-accessibility-compliance-report
26	ontario.ca/AccessibilityReport	https://www.ontario.ca/page/completing-your-accessibility-compliance-report
34	ontario.ca/AccessibleWebsites	https://www.ontario.ca/page/how-make-websites-accessible
34	Find WCAG tools and resources.	http://www.w3.org/
35	ontario.ca/accessibility	https://www.ontario.ca/page/accessibility-in-ontario
35	Subscribe to Ontario's AODA newsletter	https://us3.list-manage.com/subscribe?u=c0c14c37aeafba38714735e2a&id=8c59ae32e5
36	ontario.ca/accessibility	https://www.ontario.ca/page/accessibility-in-ontario
37	@ONAccessibility	https://twitter.com/ONAccessibility
37	facebook.com/ONAccessibility	https://www.facebook.com/ONAccessibility
37	Ontario Ministry for Seniors and Accessibility	https://www.linkedin.com/company/16235540/

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