

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

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

June 2021

Questions?

We're here to help



ontario.ca/accessibility



Toll-Free: 1-866-515-2025

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



accessibility@ontario.ca

Agenda

- Legislative Context
- Steps to Completing the Form
- Selected Questions from 2020 Report
- Other Requirements
- Other Considerations
- FAQs
- Resources / Contact Us

Legislative Context

Context

Advancing Accessibility in Ontario

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The AODA is the foundation for a larger framework for accessibility and the removal and prevention of barriers for people with disabilities in Ontario.

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

Context

Advancing Accessibility in Ontario

An Accessible Ontario

Ontario is working to create an accessible and inclusive province where everyone can fully participate in everyday life, in our communities and the economy.

The “Advancing Accessibility in Ontario” framework will help us continue to remove barriers for people with disabilities and make the province more accessible by focusing on:

- breaking down barriers in the built environment
- government leading by example
- increasing participation in the economy for people with disabilities
- improving understanding and awareness about accessibility

Compliance Continuum

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
- escalating to sanctions and penalties, if necessary, as a last resort.

Steps to Completing the Form

Accessibility Compliance Report

Accessibility Compliance Reporting

Four Easy Steps!

Accessibility compliance reports are **due by June 30, 2021**
(an extension from the original December 31, 2020 deadline).

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

1. Download the form
2. Save it on your computer and then open it only with Adobe Reader version 10.0 or higher
3. Fill in the required information
4. Submit

No log-in needed at any point in the process

Accessibility Compliance Reporting

Download the Form

The first two pages of the PDF have information and instructions to help complete the form.

If you can, print these two pages before clicking "Next".

This way you have the instructions on hand and won't have to go back to the beginning of the form to refer to them.

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




Central Forms Repository

Location: [Forms Home](#) > [Quick Search](#) > [Quick Search Results](#) > [Form Details](#)

Form Details

Form Format

[Click here if you are having trouble opening your PDF form](#)

Format	Form Link Address	Functionality	Size
Adobe PDF	 Accessibility Compliance Report: Right-click; Select Save Link/Target As; Open form in Adobe Reader	Fill, Print & Save Fill, Print & Submit	2379.0 kb

Form Classification

Classification / Identification:

Form Number: 009-00237E **Edition date:** 2020/01

Title: Accessibility Compliance Reporting Form – 2020 (Business or Non-profit and Government organizations only)

Ministry: Seniors and Accessibility

Branch/ABC: Accessibility for Ontarians with Disabilities Division

Program: AODA Compliance and Enforcement Branch

Purpose of Form: Organizations obligated to report their compliance under the Accessibility for Ontarians with Disabilities Act (AODA), 2005 must complete and submit this form.

You must download Adobe Acrobat Reader (version 10.0 or above) to view/print PDF forms. [Click here for further instructions.](#)

If PDF forms do not open in the latest versions of Firefox and Chrome, [click here for the solution.](#)

Accessibility Compliance Reporting


Fill Out the Form

Before completing the report, make sure you have your:

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

You can get these from your HST form or directly from CRA.

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

Ontario  Ministry for Seniors and Accessibility **2020 Accessibility Compliance Report**

Instructions
All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.
Fields marked with an asterisk (*) are mandatory.

A. Organization information

Organization category * Business or Non-profit	Number of employees range * 20-49 employees	Reporting year 2020
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Business details

Organization legal name * Company ABC	Number of employees in Ontario * Help 45
Business number (BN9) * Help	

Check if operating/business name is same as legal name

Accessibility Compliance Reporting

Complete and Submit

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

Once you've completed all of the questions, just click "Save and Submit".

If you have changes to your report after you have submitted it, you can re-submit the form.

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Customer Service

1. Does your organization permit people with disabilities who are accompanied by a guide dog or service animal to keep the animal with them while on your premises or using your services, unless otherwise excluded by law? * Yes No

[Read Ontario Regulation \(O. Reg.\) 191/11 s. 80.47\(2\): Use of service animals and support persons](#)

[Learn more about your requirements for question 1](#)

Comments for question 1



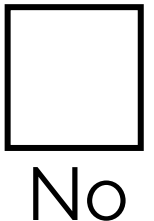
Selected Questions

from the 2020 Accessibility Compliance Report

Customer Service: Guide Dogs or Service Animals

Example Question: 20-49 Employees

Q. Does your organization permit people with disabilities who are accompanied by a guide dog or other service animal to keep the animal with them, while on your premises or using your services, unless otherwise excluded by law?



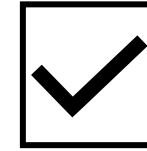
How you comply:

- Create policies that include how you will:
 - Welcome service animals and support persons
 - Allow assistive devices such as a walker or a wheelchair
 - Consider a person's disability when communicating with them
 - Inform customers when facilities and services used to access your organization's goods, services, or facilities are temporarily unavailable
 - Invite customers to provide feedback
- For all requirements, visit: <https://www.ontario.ca/laws/regulation/110191#BK149>

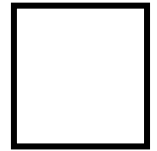
Individualized Workplace Emergency Response Information

Example Question: 50+ Employees

Q. Does your organization prepare individualized workplace emergency response information for employees with disabilities?



Yes



No

How you comply:

- Documents or a written statement confirming that your organization will 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.
- This can be included in your employment policies, accessibility policies, multi-year accessibility plan (MYAP), and/or other documents.
- Resources are also available to guide you:
 - [How to provide accessible emergency information](#)
 - [Providing accessible emergency info to staff checklist](#)

A **sample statement** might be:

- "Our organization shall provide individualized workplace emergency response information to employees who have a disability; and
- If the disability is such that the individualized information is necessary, and we are made aware of needs for accommodation due to the employee's disability."

Documented Individual Accommodation Plan (IAP)

Example Question: 50+ Employees

Q. Does your organization develop and have in place a written process for the development of documented individual accommodation plans (IAPs) for employees with disabilities?

Yes

No

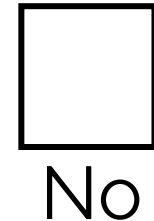
How to comply:

- Develop and write a process for creating IAPs for employees with disabilities
- Detailed information can be accessed on our website under [Process for Accommodation Plans](#)

Accessible Feedback Processes

Example Question: 50+ Employees

Q. Does your organization ensure that its feedback processes are accessible to people with disabilities by providing or arranging for accessible formats or communication supports, upon request, and do you notify the public of this accessible feedback policy?



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 more information to help you meet the requirements, please refer to the [Information and Communications Standards of the Integrated Accessibility Standards Regulation](#) (IASR)

An **example of providing accessible feedback processes** may be that instead of having just one method of feedback (e.g., hand-written letters) you:

- receive feedback in other ways such as over the telephone or by email, if asked, and you
- let people know that you are willing to do this.

AODA and Human Rights Code Training

Example Question: 50+ Employees

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

How to 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).
- You have the flexibility to determine the best training method for your organization.
- Training can be provided in a variety of ways. It can be a separate training program or included as part of an orientation session or a larger training program.
- For more information about meeting the requirements of this section, visit
 - <https://www.ontario.ca/page/how-train-your-staff-accessibility>
 - <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>



Yes



No

***For example,** a person:

- performing HR duties may be trained on the employment standards
- maintaining the website may be trained on the information and communication standards, etc.

Other Requirements

Make All Websites and Web Content Accessible

Other Requirements: 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: www.ontario.ca/page/how-make-websites-accessible

Find tools and resources at: <http://www.w3.org/>

Create Accessibility Policies and Multi-Year Plans

Other Requirements

All business/non-profit organizations must create policies that describe how they will meet their requirements under the IASR.

If you have 50+ employees, you must:

- Document your 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 (MYAP) outlining strategies* to prevent and remove barriers to accessibility.
- Post your multi-year accessibility plan (MYAP) on your website.
- Provide the plan in an accessible format, upon request.
- Review/update the plan at least once every five years.
- For more information about creating policies for organizations, visit

[How to Create an Accessibility Plan and Policy](#)

***An example** of a strategy in a multi-year accessibility plan is:

“We will train all of our staff regularly on how to provide accessible customer service to people accompanied by a service animal or support person.”

Your to do list

- ❑ Review your [accessibility requirements](#).
- ❑ Make sure you are meeting every requirement that is currently in effect for your organization, as of **January 1, 2021**.
- ❑ Download your accessibility compliance report at: ontario.ca/AccessibilityReport. Complete and then click "Submit".

Other Considerations

Please Keep Us Informed

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

You can let us know of changes to your organization:

- **BEFORE you report:** update your information using the form in the “Notify us of changes” section of ontario.ca/AccessibilityReport
- **WHEN reporting:** update your information in the accessibility compliance reporting form. You don't have to complete a separate profile update.
- **AFTER you've reported:** use the “Notify us of changes” form on our website if things have changed since you reported.

FAQs

Compliance and Enforcement

FAQs

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

- The ministry conducts audits and inspections 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 with their requirements, 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 committed under the act.

Compliance and Enforcement

FAQs continued

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 not more than \$100,000 for each day or part of a day, on which the offence occurs or continues to occur.

Compliance and Enforcement

FAQs continued

Can I request an extension to the June 30, 2021, reporting deadline?

- No extensions will be given beyond the June 30, 2021, 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.

Compliance and Enforcement

FAQs continued

Can an extension be granted due to technical difficulties?

- Organizations experiencing technical issues must contact the ministry directly, prior to the June 30th 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.

Compliance and Enforcement

FAQs continued

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, that is, you answered “No” to one or more questions, 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 it seems to be having difficulty meeting.
- A schedule will be negotiated with a date when your organization will be expected to report full compliance.

Resources/ Contact Us

Helpful Tools

Accessibility Training

- Free online training portal (English and French)
- One-stop shop for training that covers all accessibility standards
- Modules in multiple formats
- Visit ontario.ca/accessiblebusiness for more accessibility information for your business

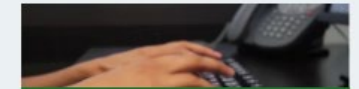
TRAINING MODULES



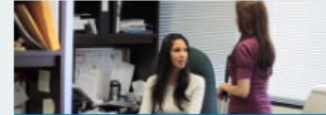
**Customer Service
Standard** >
View Training Module



**General
Requirements** >
View Training Module



**Information and
Communications
Standard** >
View Training Module



**Employment
Standard** >
View Training Module



**Design of Public
Spaces Standard** >
View Training Module



**Transportation
Standard** >
View Training Module


AODA Toolbox

Sign up for the ministry's monthly 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](#)"

December 2020 | [View this email online](#) [Lire ce message en français](#)

AODA Toolbox What you need to know about Ontario's accessibility laws



Reference Number: PEP1829

Click here to subscribe a friend to the newsletter!

Did you enjoy this newsletter?

Do you know someone who is interested in accessibility? If you liked this newsletter and know others who would also benefit from receiving these updates, feel free to forward them this link so that they can subscribe to the newsletter, or visit ontario.ca/accessibility.

Please provide us your feedback!
Let us know if the newsletter is working for you! Please visit the following link to the survey and provide us your feedback www.surveymonkey.com/r/VCT687C.

International Day of Persons with Disabilities (IDPD)

December 3 was International Day of Persons with Disabilities. This month's newsletter highlights the origins of this important day and offers information and tools to promote a greater understanding of accessibility issues and actions in Ontario.

Websites and Web Content Accessibility: January 1, 2021

Beginning January 1, 2021 all public websites and web content posted after January 1, 2012 must meet WCAG 2.0 Level AA standard. This month's newsletter provides additional information and resources related to this [requirement](#). The articles are intended to provide resources, answer your questions and help you comply with this requirement.

IDPD 2020: Building Back Better: toward a disability-inclusive, accessible and

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