



AODA Compliance Checklist

The purpose of this checklist is to summarize the most common legal requirements currently in effect for private sector organizations under the *Accessibility for Ontarians with Disabilities Act* (AODA). This checklist is not exhaustive. Depending on the nature of the business, there may be additional requirements that should also be considered. A number of new requirements will come into force at a later date. For more information on the new requirements effective in 2014, see our most recent [Osler Update](#). The Ministry of Economic Development, Trade and Employment has created an [AODA Compliance Wizard](#) to assist organizations in determining which AODA requirements apply to them. You can also visit Osler's AODA [resource page](#).

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ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

Reporting Requirements

- Businesses with 20 or more employees in Ontario were required to file a Customer Service Accessibility Compliance Report with the Ministry by December 31, 2012. The Compliance Report can be filed [online](#) and requires businesses to answer a number of [questions](#) regarding their compliance with the Accessibility Standards for Customer Service.

Policies & Procedures

- Prepare policies, practices and procedures on how goods or services will be provided to people with disabilities in a manner consistent with the principles of independence, dignity, integration and equality of opportunity. Businesses with 20 or more employees in Ontario must document their policies, practices and procedures.
- Policies should include information about the following:
 - The use of assistive devices by people with disabilities to access the business's goods or services.
 - The use of service animals and support persons by people with disabilities on parts of the premises that the business owns or operates and are open to the public or other third parties, including notice of any fee charged for support persons.
 - The steps that will be taken in the event of a temporary disruption to services that people with disabilities use to access the goods or services of the business.
 - A process to receive and respond to feedback on how goods and services are being provided to people with disabilities. This should include information about how the feedback process will be made available to the public, how feedback may be provided (e.g., in person, by telephone, in writing or by email) and the actions that the business will take if a complaint is received.

- A training policy, including a summary of the contents of the training and details of when training will be provided.

Training

- Provide training for every person who deals with the public or other third parties on behalf of the business, as well as for every person who participates in developing the policies, practices and procedures on providing goods or services to members of the public or third parties.
- Provide training to new employees as soon as practicable after the employee is assigned the applicable duties.
- Provide training on an ongoing basis in connection with any changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- Training should include the following:
 - A review of the purposes of the AODA and the requirements of the Accessibility Standards for Customer Service.
 - How to interact and communicate with people with various types of disabilities.
 - How to interact with people with disabilities who use assistive devices, service animals or support persons.
 - How to use equipment or devices available on the premises or provided by the business that may help with the provision of goods or services to people with disabilities.
 - What to do if a person with a disability is having difficulties accessing the goods or services provided by the business.
 - A review of the policies, practices and procedures related to providing goods or services to people with disabilities.
- If the business has more than 20 employees in Ontario, it must keep records of the dates on which the training is provided and the number of individuals to whom it has been provided.

Posting of Notices

- Post the following notices in a conspicuous place on the premises, on the business's website or by another reasonable method:
 - Notice of any temporary disruption in facilities or services that people with disabilities usually use to access goods or services of your business. The notice should include the reason for the disruption, the duration of the disruption and any alternatives available.
 - Notice that the documents required under the Accessibility Standards for Customer Service are available upon request. If required, the documents should be provided to the person in a format that takes into account the person's disability.

INTEGRATED ACCESSIBILITY STANDARDS

All Employers

- Provide individualized workplace emergency response information to employees who have a disability if the disability is such that individualized information is necessary and you are aware of the need for accommodation.
- If the employer prepares emergency procedure plans or public safety information and makes the information available to the public, the information should be provided in an accessible format or with appropriate communication support as soon as practicable upon request.