

Making Ontario Open to Everyone

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Ontario Regulation 191/11 (Integrated
Accessibility Standards)



What is Accessibility?

Giving people of all abilities opportunities to participate fully in everyday life.



How do we remove accessibility barriers?

- Accessibility is different things for different people
- Standard sets minimum requirements
- Communication is key for solutions to accessibility barriers
- Solutions should follow the principles of accessibility

Key principles:

- ✓ independence
- ✓ dignity
- ✓ integration
- ✓ equality of opportunity

Belonging by design



The business **NEED**, an aging population

- Accessibility features in products and services improve the experience for all users, including people with disabilities and a growing population of **older adults**
- The 2017 Canadian Survey on Disability data indicated that 23% of Ontarians between the ages of 45 to 64 years have a disability. The average age of onset by disability type was:
 - 53 years flexibility, dexterity, or mobility
 - 47 years hearing
 - 45 years pain-related
 - 44 years memory
 - 35 years Vision
- The OPS employs approx. 60,000 - The **Workforce Analytics Q1 2022-2023 Quarterly Report** states **67% of OPS employees** are between the ages of **40-64**

[1 Age of Disability: From Onset to Limitation \(statcan.gc.ca\)](https://www150.statcan.gc.ca/n1/pub/82-625-x/2018001/article/00001-eng.htm)

Why is Accessibility important?

Helps employers keep talent in the workplace longer

Helps employers access a larger pool of talent and customers

Makes workplaces safer and more welcoming for everybody



Ontario's Accessibility Laws

The legislative context

Accessibility Laws

Ontario Human Rights Code (the Code), enacted in 1962

The Code is administered by the Ontario Human Rights Commission. It is an individual, complaints-based legislation that addresses discrimination.

It requires organizations to accommodate people with disabilities to the point of undue hardship.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The AODA is Ontario's most innovative accessibility law – it serves as the province's primary legislative authority for accessibility (the OHRC may require a higher level of accessibility and is quasi-constitutional).

It applies to all organizations Ontario (public, private and not-for profit), that provide goods, services, or facilities

O.Reg 191/11 The Integrated Accessibility Standards

There are 5 accessibility standards in place:

Customer Service
Information and
Communication
Transportation
Employment
Design of Public
Spaces



General requirements

General Requirements

Requirements that cut across all standards.

Policies

Multi-year accessibility plans

Training

Procurement

Kiosks

New Standards Under Development

Health Care and Education Standard Recommendations

- Three standards development committees were established to develop proposed standards for health care, K-12 education and postsecondary education sectors.
- The committees submitted their final reports to the Minister for Seniors and Accessibility in 2022. [Read the final recommendations](#). The recommendations are currently under consideration by the ministry.
- The *K-12 Education Standards Development Committee, Planning for Emergencies and Safety Working Group* also developed a report about the challenges and barriers during COVID-19 for students with disabilities.

Municipal Accessibility Advisory Committees

Help ensure people with disabilities have a platform for public engagement

- Municipalities of over 10,000 people are required to create Municipal Accessibility Advisory Committees
- The majority of the committee members must be people with disabilities
- The committee reports to municipal council; advising them on:
 - Accessibility plans
 - New municipal buildings and renovations
 - Site plans



Who must comply?

Compliance and enforcement of the Act and its standards, are overseen by the MSAA

All public sector, private and non-profit organizations must file [an accessibility compliance report](#), unless specifically exempted under the regulation

- Private/non-profit sector organizations with fewer than 20 employees are exempt from reporting

To reduce the burden for organizations having to report, the government has regulated:

- Private/non-profit sector organizations to report every 3 years
- Designated broader public sector organizations to report every 2 years
- Government of Ontario and the Legislative Assembly to report every year

December 31, 2023, is the next compliance deadline for all sectors

Compliance Tools and Resources

Multi-year accessibility plan

Create a multi-year plan to help you reach your accessibility goals.

You must:

- consult with people with disabilities and with an [accessibility advisory committee](#) (if you have established one) while establishing, reviewing and updating your plan
- post the plan on your website
- provide it in an accessible format, upon request
- review and update your plan at least once every five years

Using the [multi-year plan template](#) can help when writing your organization's plan.

- Visit ontario.ca/AccessibilityReport for details on completing a compliance report.
- Use this easy, interactive [self-assessment tool](#) to identify the AODA requirements that apply to your organization.
- You can also find more information about [the laws and framework for making Ontario more accessible](#) on the government's webpage.

Questions?

We're here to help!



ontario.ca/accessibility



Toll-Free: 1-866-515-2025

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



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accessibility@ontario.ca