

# Deadlines for Private Sector Organizations (at least 1 employee) (non-transportation sectors)



2012 MANAGING THE WORKPLACE  
Labour & Employment Seminars

January 1, 2012 (*Accessibility Standards for Customer Service, O Reg 429/07*)

## Accessibility Policies, Practices, and Procedures

- establish policies, practices and procedures on providing goods or services to people with disabilities that:
  - respects the dignity and independence of persons with disabilities
  - integrate the needs of persons with disabilities
  - ensure persons with disabilities have an equal opportunity to access the goods and services
- prepare document(s) describing policies, practices and procedures and provide a copy to any person upon request\*

## Use of Assistive Devices

- allow for the use of assistive devices to access goods and services
- prepare document(s) describing this policy and provide a copy to any person upon request\*

## Use of Service Animals and Support Persons

- allow for use or availability where public or third parties have access to premises
- prepare document(s) describing this policy and provide a copy to any person upon request\*

## Notices of Temporary Disruptions

- notice to be given where temporary interruption of access to facilities or services, in whole or in part, will occur
- prepare document(s) describing this policy and provide a copy to any person upon request\*
- provide information contained in the document, in a format that takes into account the person's disability

## Training of Staff

- ensure employee, agent, volunteers and anyone involved in developing the provider's customer service policies receive training on provision of goods or services to persons with disabilities
- prepare document(s) describing this policy and provide a copy to any person upon request\*
- keep records of the training provided, including the dates training was provided and the number of individuals to whom it was provided\*

## Feedback Process (Accessibility)

- establish a feedback process, readily available to the public, for receiving and responding to feedback on provision of goods and services to persons with disabilities – must be available in person, telephone, writing, or email
- prepare document(s) describing this policy and provide a copy to any person upon request\*

## Notice of Availability of Document(s)

- notify persons to whom you provide services to that the documents required by the Customer Service Standard are available upon request\*

## Format of Document(s)

- when required to give a person with a disability a document, the provider of goods and services shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability

January 1, 2012 (*Integrated Accessibility Standard Regulation, O. Reg. 191/11*)

## Individualized Workplace Emergency Response Information (IWERI)

- provide IWERI to employees known to have a need
- review IWERI upon relocation and with general / individualized policy review

## Accessible Emergency Plans and Procedures

- emergency plans and procedures made available to the public must be provided in an accessible format, upon request

DECEMBER 31, 2012 (*ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005, SO 2005, c 11*)

## Accessibility Report

- Organizations must file, and make available to the public, accessibility reports with respect to the Customer Service Standards prescribed under Ontario Regulation 429/07 (discussed above)\*

January 1, 2014 (*Integrated Accessibility Standard Regulation, O. Reg. 191/11*)

## Accessibility Policies

- establish, implement and maintain policies to meet requirements under this *Regulation*<sup>1</sup>
  - Include statement of organizational commitment to accessibility needs<sup>1</sup>
- prepare written documents and make them publicly available<sup>†</sup>**

## Accessibility Plans

- establish, implement, maintain and document multi-year plan<sup>†</sup>

## Self-Service Kiosks

- have regard to the accessibility when designing, procuring or acquiring self-service kiosks<sup>1</sup>

## Accessible Websites

- "new" internet websites and web content, including web-based applications, controlled directly or through a contractual relationship, must conform to WCAG 2.0 'Level A'<sup>†</sup>



January 1, 2015 (*Integrated Accessibility Standard Regulation*, O. Reg. 191/11)

**Training**

- training must be provided on the requirements of accessibility standards in the *Regulation* and *Human Rights Code* to all employees, volunteers, persons developing policies and all other persons providing goods, services or facilities on behalf of organization<sup>2</sup>
- keep a record of all training provided under this section<sup>1</sup>

**Feedback Process (Generally)**

- any processes for receiving and responding to feedback are available in accessible formats or communication supports are provided upon request<sup>2</sup>
- notify the public about available accessible formats and communication supports<sup>2</sup>

January 1, 2016 (*Integrated Accessibility Standard Regulation*, O. Reg. 191/11)

**Accessible Formats and Communication Supports**

- upon request, must be provided in a timely manner at same cost as to other persons<sup>3</sup>

**Employment Standards: Recruitment**

- inform employees and public of supports available during recruitment process<sup>3</sup>
- inform applicants participating in recruitment process of available supports and upon request, provide suitable accommodation<sup>3</sup>
- at time of offer of employment, inform the candidate of accommodation policies<sup>3</sup>

**Employment Standards: Employees**

- inform employees of the policies, including updates, used to support employees with disabilities<sup>3</sup>

**Employment Standards: Employees (cont.)**

- upon request, consult with the employee regarding the availability of accessible formats and communications supports<sup>3</sup>
- take into account accessibility needs of the employee in the following areas:
  - performance management process<sup>3</sup>
  - career development and advancement<sup>3</sup>
  - redeployment<sup>3</sup>
- maintain documented individual accommodation plans<sup>1</sup>
- develop and have in place a return to work process for employees requiring accommodation to return to work<sup>1</sup>

January 1, 2021 (*Integrated Accessibility Standard Regulation*, O. Reg. 191/11)

**Accessible Websites**

- “all” internet websites and web content, including web-based applications, controlled directly or through a contractual relationship, must conform to WCAG 2.0 ‘Level AA’<sup>1</sup>

**Top Ten Impacts of the AODA on your Organization**

1. Website design to conform with international accessibility standards
2. Training of employees and agents on accessibility and human rights
3. Potential increase in the number of human rights complaints
4. Potential increase in human rights damages awards
5. Annual reporting duties
6. Creating and implementing policies
7. Proactive individual employee accommodation
8. Strategies for responding to requests for documents in an accessible format
9. Strategies for receiving and responding to feedback from the public in an accessible manner
10. Incorporating accessibility into the recruitment process

Legend:

<sup>\*</sup> Small Organizations (1-19 employees in Ontario) DO NOT need to complete this requirement

<sup>1</sup> Small Organizations (1-49 employees in Ontario) DO NOT need to complete this requirement

<sup>1</sup> Requirement must be met by Small Organizations (1-49 employees in Ontario) by January 1, 2015

<sup>2</sup> Requirement must be met by Small Organizations (1-49 employees in Ontario) by January 1, 2016

<sup>3</sup> Requirement must be met by Small Organizations (1-49 employees in Ontario) by January 1, 2017