

# Ontario Accessibility Resources

A catalogue of free resources to help you comply with the Accessibility for Ontarians with Disabilities Act

[ontario.ca/accessibility](https://ontario.ca/accessibility)

## About this catalogue

The Government of Ontario is committed to providing free tools and resources to help organizations meet the requirements of Ontario's accessibility laws.

In this catalogue you will find a sample of resources to help organizations understand what they need to do.

Visit [ontario.ca/accessibility](https://ontario.ca/accessibility) to learn about specific requirements and reporting deadlines.

## What is the AODA?

The **Accessibility for Ontarians with Disabilities Act (AODA)** is a law that sets out a process for developing and enforcing accessibility standards. Its goal is to make Ontario accessible by 2025.

**Ontario is the first jurisdiction to make accessibility reporting the law.** It has established standards with penalties for organizations that do not comply.

The AODA means giving people of all abilities opportunities to participate fully in everyday life. It includes 5 accessibility standards that are being phased in over time:

1. **Customer Service** is about influencing attitudes and behaviours.
2. **Employment** is about making hiring and employee support practices more accessible.
3. **Information and Communications** is about helping people with disabilities access information and communications such as forms, documents and websites.
4. **Transportation** is about making it easier for everyone to travel in Ontario.
5. **Design of Public Spaces** is about making public spaces more accessible.

## Accessibility Requirements

All businesses and organizations in Ontario with 1 or more employees need to follow the law.

### Organizations with:

- **1-19 employees** need to comply with the law
- **20+ employees** need to comply and file an accessibility compliance report as required.

Visit [ontario.ca/accessibility](https://ontario.ca/accessibility) to read the specific requirements and deadlines for your organization.

## **Accessibility Benefits Everyone**

Accessibility not only helps people with disabilities, it also benefits:

- Seniors
- Families travelling with young children
- Shoppers
- Visitors with luggage

## **Compliance and Reporting**

Businesses and organizations are responsible for being in **compliance with accessibility standards on January 1<sup>st</sup>** of the year they come into effect.

They **must report being in compliance by December 31<sup>st</sup>** of their reporting years.

## **Training**

### **Serve-Ability: Transforming Ontario's Customer Service**

Online course that will help organizations train their members who work with customers or create policies and procedures on how to interact with people with different disabilities

[curriculum.org/sae-en](http://curriculum.org/sae-en)

### **AccessForward**

Modules in multiple formats to help organizations train their employees and volunteers on the accessibility requirements that apply to their job duties and their organization

[accessforward.ca](http://accessforward.ca)

### **Working Together**

Video about how the Ontario Human Rights Code relates to people with disabilities

[ohrc.on.ca](http://ohrc.on.ca)

## **Employment Practices**

### **Employers' Toolkit**

Comprehensive resource designed to help organizations make their workplaces accessible to people with disabilities

[conferenceboard.ca](http://conferenceboard.ca)

### **Handbook for Accessible Employment**

Short guide with checklists, samples and templates to help small organizations implement the accessibility standard for employment

[retailcouncil.org/sites/default/files/documents/ER\\_Handbook.pdf](http://retailcouncil.org/sites/default/files/documents/ER_Handbook.pdf)

## **Harold Jeepers Video Series**

Short videos that follow the adventures of manager, Harold, and HR professional, Sonja, as they make Jiffy Brothers Industries an accessible workplace

[youtube.com/HRPAtv](https://www.youtube.com/HRPAtv)

## **Epilepsy @ Work**

Online training resource to help employers make their workplaces more inclusive to employees with epilepsy

[epilepsyatwork.com](https://www.epilepsyatwork.com)

## **Accessible Documents**

### **Accessible Digital Office Document Project**

Website to help you create accessible office documents and choose accessible office programs your organization can use

[adod.idrc.ocad.ca](https://adod.idrc.ocad.ca)

## **Design of Public Spaces**

### **Illustrated Technical Guide for the Design of Public Spaces**

Technical guide to the accessibility standard for the design of public spaces for professionals such as architects, landscape architects, interior designers, engineers and planners

[gaates.org](https://www.gaates.org)

## **Pathways to Recreation**

Guidebook for owners, managers and/or operators of municipal and not-for-profit parks, outdoor recreation facilities and amenities

[prontario.org](https://www.prontario.org)

## **Education**

### **Accessible Campus**

A website with resources and templates to help training institutions and educators meet the requirements of the AODA

[accessiblecampus.ca](https://www.accessiblecampus.ca)

### **The TeachAble Project**

A website that provide elementary and secondary school teachers with information, training and lesson plans pertaining to accessibility awareness

[theteachableproject.org](https://www.theteachableproject.org)

## **Small Businesses**

### **AccessibilityWorks**

Is a website that features webinars, information sessions and an online toolkit to help small and medium-sized businesses understand accessibility requirements

[occ.ca/programs/accessibility-works/](http://occ.ca/programs/accessibility-works/)

### **BIA Handbook on the Accessibility for Ontarians with Disabilities Act (AODA)**

A guide that offers tips, best practices and resources to help Ontario's business improvement areas implement the AODA

[obiaa.com/accessibility](http://obiaa.com/accessibility)

## **Accessible Events**

### **Guide to Accessible Public Engagement**

Guide providing the resources and best practices organizations need to develop and support accessible public engagement

[omssa.com/accessible-community-engagement/omssa-guides](http://omssa.com/accessible-community-engagement/omssa-guides)

### **Guide to Conducting Accessible Meetings**

Guide to help meeting planners organize meetings of all sizes, including virtual meetings, that are accessible to all participants

[omssa.com/accessible-community-engagement/omssa-guides](http://omssa.com/accessible-community-engagement/omssa-guides)

### **A Planning Guide for Accessible Conferences**

Guide with practical information on how to identify, remove and prevent barriers when planning a conference

[accessiblecampus.ca](http://accessiblecampus.ca)

### **Guide to Accessible Festivals and Outdoor Events**

Guide to help make festivals and outdoor events more inclusive, accessible and enjoyable for everyone

[tiaontario.ca/atresources](http://tiaontario.ca/atresources)

### **Planning Accessible Events: So Everyone Feels Welcome**

A booklet with many low-cost and no-cost things to do for more inclusive events

[findmyspark.ca/spark-plug/hosting-accessible-events](http://findmyspark.ca/spark-plug/hosting-accessible-events)

## Web Design

### **Access-Ability: A practical handbook on accessible web design**

Handbook aimed at educating graphic design and web design professionals to effectively deliver accessible web design solutions that meet AODA requirements

[rgd-accessible.design.ca](http://rgd-accessible.design.ca)

### **AChecker: Website accessibility checker**

Evaluation tool designed to help developers ensure that their websites and web content can be accessed by everyone

[achecker.ca](http://achecker.ca)

### **Enabling Access Through Web Renewal**

Handbook to help public sector organizations with 50+ employees take necessary steps to make their websites accessible

[wlu.ca/accessibility](http://wlu.ca/accessibility)

### **Guide to hiring a web developer**

Guide to help organizations through the process of assessing and hiring a web developer

[gaates.org](http://gaates.org)

### **Guide for web developers**

Guide to help website developers understand how to create accessible websites and web content

[gaates.org](http://gaates.org)

## Other Resources

### Landlords

- **Unlocking the AODA – Landlords’ Obligations Under the Accessibility for Ontarians with Disabilities Act** includes a guide and toolkit to help small-to-medium-sized landlords implement accessibility requirements

[equalityrights.org/cera/?p=2067](http://equalityrights.org/cera/?p=2067)

### Municipalities

- **Making Accessibility Happen** is a handbook for municipal Accessibility Advisory Committees and a useful resource for municipalities to learn more about accessibility in Ontario

[amcto.com/imis15/Documents/AAC%20Guide\\_EN.pdf](http://amcto.com/imis15/Documents/AAC%20Guide_EN.pdf)

### Tourism

- **The Accessible Tourism Package** offers fresh insights and best practices for making Ontario a more accessible destination for tourists, employees and business owners alike

[tiaontario.ca/atresources](http://tiaontario.ca/atresources)

## Find out more:

Visit [ontario.ca/accessibility](https://ontario.ca/accessibility) to learn about how Ontario is becoming accessible.

**Telephone:** 1-866-515-2025

**International:** 1-416-849-8276

**TTY:** 1-800-268-7095

**Email:** [accessibility@ontario.ca](mailto:accessibility@ontario.ca)

**Follow us on Twitter:** [twitter.com/onaccessibility](https://twitter.com/onaccessibility)

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