



AODA Annual Report 2011

Accessibility for Ontarians with Disabilities Act, 2005
The Honourable John Milloy, Minister of Community
and Social Services, Government House Leader





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message from the minister of community and social services



John Milloy
Minister of Community
and Social Services

I am pleased to present the 2011 annual report on the Accessibility for Ontarians with Disabilities Act (AODA).

With the passing of the AODA in 2005 we set the stage for Ontario to become a world leader in accessibility. Our strategy views accessibility as more than ramps or designated parking spaces. It aims to embed accessibility into all aspects of life and business in Ontario, to help our province grow and prosper.

Greater accessibility will mean greater opportunity for everyone in our province.

Improving accessibility will create opportunities for Ontario's businesses by helping them harness the buying power of more people, both on-site and online. It will enable people with disabilities to participate more fully in our economy and help Ontario's employers find a source of untapped talent. Accessibility will also cultivate the next generation of businesses and entrepreneurs based on inclusive design, products and services.

We marked several important milestones in 2011:

- Four out of five of our accessibility standards are now in effect.
- 100 per cent of public sector organizations reported compliance with our first standard, for accessible customer service.

- Throughout 2011, we reached out to more than 360,000 businesses and non-profits in our province to help them make their customer service accessible to people with disabilities by January 1, 2012.

The Integrated Accessibility Standards Regulation (IASR) also became law on July 1, 2011. Over the next 10 years it will make information and communications, employment and transportation more accessible for all Ontarians. It will make new websites more accessible, help new organizations recruit and train employees of all abilities and make it easier for all Ontarians to travel around their communities.

We are also moving forward with our final standard that aims to remove barriers to newly built or newly renovated buildings and outdoor spaces.

We have accomplished a great deal, but this is just the beginning. We have tremendous momentum as we move closer to our goal of building inclusive, accessible communities that will benefit Ontarians of all ages and abilities.

A handwritten signature in black ink, appearing to read 'John Milloy'.

John Milloy
Minister of Community and Social Services

Why accessibility?

About 15.5 per cent of Ontario's population has a disability and that number will grow as our population ages. Ontario will be increasingly dependent on a workforce that includes people with disabilities and people who are working beyond the retirement age.

Accessibility benefits people with disabilities, seniors, families travelling with young children and babies, shoppers and visitors to Ontario.

It's the right thing to do.



working together

The passing of the Accessibility for Ontarians with Disabilities Act (AODA) in 2005 laid the foundation for building an accessible Ontario by 2025. Over the past six years, we have steadily progressed from creating a framework for change to moving the vision forward.

Our vision is bold and will create fundamental change in Ontario. Only by working together with partners — communities, professional, educational and business organizations, as well as other levels of government — can we reach our goal.

By 2025, Ontario's 1.85 million people with disabilities and visitors will be able to take advantage of all this province has to offer.



Premier Dalton McGuinty celebrating the sixth anniversary of the AODA in Toronto.

This past year has moved us even closer to our goal. In May, we celebrated the sixth anniversary of the AODA at the Royal Ontario Museum. The former Minister of Community and Social Services, the Honourable Madeleine Meilleur, announced another milestone for Ontario — the enactment of our three newest accessibility standards.

The occasion was not just a celebration of accomplishments. It was recognition of everyone who is contributing to building a province that is accessible to everyone. The Honourable Dalton McGuinty, Premier of Ontario, also attended and spoke proudly of how the AODA has all of us working together to achieve an accessible Ontario.

We are pushing the yard stick forward because of the collaboration and help of our many partners. This year's report highlights the achievements of 2011. It provides details about one of our most significant successes: the Integrated Accessibility Standards Regulation. It also brings into focus the many and varied partnerships that have been instrumental in working towards our vision and preparing the province for the accessibility standards.

“A fully accessible society is important for everyone, it will allow many of us to enjoy a quality of life that most others take for granted.”

— Jim Sanders, Past President, Canadian National Institute for the Blind

The year 2011 has been an exciting time. Four out of five accessibility standards are now law. Public sector organizations across Ontario are providing accessible customer service to people with disabilities and accessible public transportation is being phased in. We look forward to keeping the momentum going and working together as our accessibility journey continues.

“None of us is as strong as all of us, working together. And the Accessibility for Ontarians with Disabilities Act gets all of us working together.”

— The Honourable Dalton McGuinty, Premier of Ontario

The AODA at a glance

The Accessibility for Ontarians with Disabilities Act, 2005

- Legislation passed in June 2005.
- Vision: an accessible Ontario by 2025.
- How? Through enforceable accessibility standards that touch on most areas of life for all Ontarians.

Accessibility Standards

- Standards are the rules that businesses and organizations in Ontario have to follow to identify, remove and prevent barriers to accessibility.
- Accessibility standards address five key areas: customer service, information and communications, employment, transportation and built environment.
- The Accessibility Standard for Customer Service became law in 2008.
- Accessibility standards for Information and Communications, Employment and Transportation are combined into the Integrated Accessibility Standards Regulation. It became law in 2011.
- The Accessibility Standard for the Built Environment, including public spaces and buildings, is still under development. It is not yet law.

Accessibility Standard Development Process

- Standards development committees made up of people with disabilities, representatives from the business community and from public sector organizations develop proposed accessibility standards.
- A public review period allows for public feedback on the initial proposed standard.
- The committee revises the proposed standard to reflect public input and submits a final proposed standard to the government.
- Government decides what will become law and when.

Accessibility opens doors

Accessible retail stores, tourist attractions, hotels and transportation will welcome more visitors. Accessibility could help increase tourism revenue by up to \$1.6 billion and could increase retail spending by up to \$9.6 billion in the next five years.



accessibility standards: reaching milestones

Accessibility standards in Ontario have become a model of what can be accomplished through stakeholder collaboration and public engagement.

Accessibility standards will affect about 360,000 organizations across the province. We have asked businesses, the disability community, the public and non-profit sectors to provide feedback and input on the standards during the planning and implementation stages.

Ontario has now successfully developed and is implementing ground-breaking accessibility standards. Four out of the five planned standards are now a reality.

Accessibility Standard for Customer Service

On January 1, 2008, the Accessibility Standard for Customer Service was the first to become law.

The standard sets out the requirements that organizations must follow to ensure accessible customer service for people with disabilities.

2011 Highlights

With 100% of public sector organizations now reporting compliance, we have been focusing on working closely with private businesses and non-profit organizations to help them meet their January 1, 2012 compliance date.

“I think a lot of people with disabilities want to feel independent and want to shop in a store that treats them like everyone else.”

**— Peter Oliver, Owner,
Canadian Tire, Lakeshore
and Leslie, Toronto**



Integrated Accessibility Standards Regulation

The Integrated Accessibility Standards Regulation became law on July 1, 2011.

The accessibility standards for Information and Communications, Employment, and Transportation have been brought together under one regulation. Each standard has its own individual requirements, but all three share common requirements such as developing policies, plans and training employees on accessibility. The regulation also includes compliance and enforcement initiatives.

Like the Accessibility Standard for Customer Service, this regulation applies to all organizations in the public, private and non-profit sectors with more than one employee that provide goods, services or facilities directly to the public or to other businesses or organizations.

This regulation has phased-in compliance timelines to give organizations time to work accessibility into their long-term business plans.

“2011 was a very important year for all of us in municipal management and administration who are involved in implementing the AODA. The partnerships AMCTO has had over the years — and especially in 2011 — with the Accessibility Directorate of Ontario are creating some important results for Ontarians with disabilities.”

— Andy Koopmans, CMA, CMO, Executive Director, AMCTO – the Municipal Experts (Association of Municipal Managers, Clerks and Treasurers of Ontario)



The Integrated Accessibility Standards Regulation has five main parts:

1. **The General Section** includes the requirements that apply across all three standards — Information and Communications, Employment and Transportation. This includes accessibility policies and plans as well as training employees on accessibility.
2. **The Information and Communications Standard** will help people with disabilities access sources of information that many of us rely on every day. One of the requirements is that education or training institutions, such as colleges and universities, provide course materials in accessible formats when requested. The standard also sets requirements for emergency/public safety information and for websites and web content.
3. **The Employment Standard** requires organizations to make their employment practices accessible to people with disabilities. This includes how they recruit new employees as well as taking into account the accessibility needs of their existing employees with disabilities.
4. **The Transportation Standard** requires transportation providers to make their services accessible to people with disabilities. It covers conventional and specialized public transportation services, taxicabs and transportation provided by school boards, hospitals, colleges and universities.
5. **The Compliance Section** brings penalties into force, allows organizations to request a review of penalties and designates the Licence Appeal Tribunal to handle appeals under the AODA.

The Integrated Accessibility Standards Regulation defines small organizations as having between 1 and 49 employees, while large organizations have 50 or more employees.

Organizations with 50 or more employees must submit accessibility reports.

2011 Highlights

Some requirements for the Accessibility Standard for Transportation came into effect July 1, 2011. We distributed an overview of early requirements to all transportation service providers across Ontario to alert them to these early requirements.

The Accessibility Standard for the Built Environment

The Accessibility Standard for the Built Environment is still under development and is not yet law. The standard will help remove the barriers that people with disabilities face daily in public spaces and buildings. The requirements will cover recreational spaces, like trails and playgrounds, and areas such as entrances, doorways and ramps will also be included. The focus of the standard will be on a go-forward basis. It will not require retrofitting existing public spaces or buildings.

2011 Highlights

The Ministry of Community and Social Services and the Ministry of Municipal Affairs and Housing worked together to review and analyze the final proposed standard.

In October, the Premier committed to moving forward promptly and responsibly with the Accessibility Standard for the Built Environment.

strengthening and improving compliance support

As more accessibility requirements come into effect, helping organizations and businesses understand the law will become increasingly important. We cannot do this alone.

We made existing partnerships stronger and we created new ones. We improved our process for responding to questions about the AODA and compliance. We simplified how organizations file their reports and we now have an efficient tracking system in place.



2011 Highlights

E-Wizard

We have developed the E-Wizard compliance tool to help organizations learn about their responsibilities and get the information they need. Organizations simply have to answer a few questions and the tool will tell them which requirements they have to meet and by when. This will be available in 2012 through ontario.ca/AccessON.

Improved Handling of Caller Questions

In 2011, we received about 7,700 calls to our contact centre, hosted in partnership with ServiceOntario. We gave intensive training to contact centre staff on the AODA and accessibility standards to help them better handle routine questions.

We also have a Help Desk that handles more complex questions. We added more staff and we now seamlessly transfer from ServiceOntario to our Help Desk experts.

ONe-Source for Business

We developed and set up an award-winning online registration and reporting system to make reporting easier. Organizations register through the ONe-Source for Business portal. This is ServiceOntario's one-stop online service for Ontario businesses, allowing them easy, centralized access to government information, forms and services. Many businesses will recognize this as the same portal they already use to file taxes and apply for permits and licences.

Our partnership with ServiceOntario establishes a secure and streamlined authorization process for organizations to register and report compliance. By using this single portal, businesses only need to register once for government regulatory programs.



The ONE-Source for Business homepage.

Business Directory

In partnership with ServiceOntario, we continued work to integrate with the Ontario Government Business Directory. This database holds information about Ontario businesses that already have relationships with several government ministries. Through the Business Directory, we are able to cross-reference our database of organizations that have to comply with accessibility standards. When there are any changes, the directory will alert us so that we always have the most up-to-date information.

ensuring compliance

Throughout 2011, we helped broader public sector organizations meet the requirements of the Accessibility Standard for Customer Service. As part of our compliance improvement strategy, we gave one-on-one help to those organizations that filed their compliance reports, but answered “no” to one or more questions.

Our experience monitoring compliance reports and providing additional support to the broader public sector, helped us to improve our processes as we prepared for the January 1, 2012 compliance deadline for 360,000 private sector organizations. With such a large increase in the number of organizations who have to comply, we had to make sure we were ready to handle the reports and questions quickly and efficiently. Our Compliance Assurance Framework

Compliance Assurance Framework

The framework is designed to help organizations meet their requirements as each of the standards comes into effect. The framework includes:

- Education and awareness building to help organizations understand and comply with the accessibility standards.
- A self-certification program that allows organizations to register and file reports online.
- A strategy to help organizations meet accessibility requirements when they are having problems.
- Inspections and enforcement actions to address contraventions of the act and accessibility standards.

Ontario: Canada's leader on accessibility

Ontario is the first jurisdiction in the world to mandate accessibility reporting.

It is the first jurisdiction in the world that requires staff in both the public sector and businesses to be trained on accessibility.

It is the first jurisdiction in Canada with a clear goal for accessibility and a time frame to meet the goal.



will help us oversee the number of organizations that have to report as well as those who are exempted from reporting.

2011 Highlights

Audits & Risk Assessment

Our staff conducted audits throughout 2011 on a number of broader public sector organizations that reported full compliance. New tools allowed staff to regularly and transparently carry these out.

We also developed a method to help us identify organizations that are at a high risk for non-compliance. This will help target future compliance enforcement activities.

Government-Wide Approach to Compliance and Enforcement

In addition to our own inspection and enforcement staff, we explored establishing partnerships with ministries that already inspect organizations and enforce regulations. These partner ministries will also be able to carry out compliance activities on behalf of the Accessibility Directorate of Ontario. This will expand our capacity to reach out across the province.

partnerships and outreach

Reaching an accessible Ontario by 2025 will require the efforts and commitment of many people and organizations.

Developing partnerships within different sectors and reaching out to businesses is critical to building awareness and helping with compliance. Offering organizations the support they need to understand the AODA and accessibility standards is essential to our success.

EnAbling Change Program

One of our most successful ventures has been the EnAbling Change Program. The program was created in 2001 as a way to reach out to businesses and non-profits by working with the professional and community associations that know them best.

Through the program, the government provides funding and expertise to develop strategic projects that create awareness and promote compliance with the AODA and accessibility standards.

To date, close to 50 influential associations have taken part in the program. They represent industries from across the Ontario economy: transportation, business, healthcare, education, employment, community, and

“The Accessibility Directorate’s collaborative approach has helped the Ontario Chamber of Commerce effectively communicate the standards surrounding AODA and emphasize the importance of customer service to the business Community.”

— Louie DiPalma, Director, Small and Medium Sized Enterprises Programs



Accessibility Directorate of Ontario ADM Ellen Waxman speaking at the EnAbling Change Partner Roundtable.

the design and media sectors. Their participation in the program leaves a legacy of champions for accessibility throughout the province.

2011–2012 EnAbling Change Partnerships

In the spring, we launched the 2011–12 EnAbling Change Program. Each year we have different priorities depending on the status of accessibility standards and compliance dates. This year’s focus was on creating one universal set of resources for all sectors to help them comply with the Integrated Accessibility Standards Regulation.

We also recognized that building awareness about accessibility needs to start early — with students. That’s why we turned our attention to raising awareness among children and youth and fostering creativity in post-secondary education.

Conference Board of Canada is producing a user-friendly toolkit for a wide range of employers of all sizes. The toolkit will help them meet the requirements of the Accessibility Standard for Employment by creating inclusive workplaces. The toolkit will include templates, tips, tools, references, Internet links and checklists.

Council of Ontario Universities is developing resources to help faculty members create inclusive and accessible learning environments for their students. The project will also include an online module to help faculty manage mental health challenges that may present themselves in their classrooms. The tools developed through this partnership will also help other parts of the broader public sector such as Ontario's colleges.

The Council of Ontario Universities will also run an innovative accessible design competition for engineering students. Students will develop creative, cost-effective and practical solutions to accessibility-related issues in their community. The goal is to help students build their understanding of challenges facing people with disabilities.



Part of a series of videos produced by the Human Resources Professionals Association to help employers meet the requirements of the Accessibility Standard for Employment.

Curriculum Services Canada is creating resources to help organizations meet the training requirements in the Integrated Accessibility Standards Regulation. The training modules will provide an overview of the regulation's requirements. They will address the diverse needs of large and small organizations that have to train employees, volunteers and other staff. The modules will come in different formats, including an interactive web-based version, and will be available free of charge. Curriculum Services Canada will also develop a training guide to help business owners identify what, if any, additional training is required for staff.

Design Exchange is creating a province-wide, post-secondary design competition that will emphasize the importance of universal design principles across six different disciplines, ranging from architecture to landscape design.

Excellence Canada (formerly National Quality Institute) is developing resources to help healthcare organizations comply with the Accessibility Standard for Customer Service. They are also creating outreach and communication tools tailored to the sector.

Global Alliance on Accessible Technologies and Environments is producing the following tools and guides to help organizations meet the requirements of the Accessibility Standard for Information and Communications:

- a policy and accessibility planning guide
- an emergency response package
- an updated guide and fact sheet on providing accessible formats
- a "how to" guide on developing accessible websites

Human Resources Professionals Association is producing a series of videos to promote accessibility and to help Ontario's employers meet the requirements of the Accessibility Standard for Employment. The videos are aimed at managers to help them have workplace conversations with their staff about areas covered by the standard. They will also be posted on the association's web portal for the AODA.

Ontario Education Services Corporation will provide all school boards in Ontario with training resources to help them comply with the Integrated Accessibility Standards Regulation. In particular, these resources will help school boards meet the requirements to provide educators with accessibility awareness training related to delivering programs, courses and instruction in accessible ways. The project also involves creating a curriculum resource that will help students from kindergarten through to Grade 12 become more aware of and sensitive to the issues of accessibility.

EnAbling Change Partner Roundtable

In September, we hosted a roundtable for EnAbling Change partners. It was an opportunity for our current partners to network and find common ground among their projects. Highlights from the day included:

- reviewing the Accessibility Standard for Customer Service and the Integrated Accessibility Standards Regulation
- networking, information and resource sharing
- exploring new technologies and social media platforms to spread the word and spark dialogue.

Municipal Accessibility Advisory Committees

Municipal Accessibility Advisory Committees play an important role in helping local councils and municipal governments make accessibility an integral part of their planning processes.

The government values this relationship and continues to strengthen ties with committees across the province and help them carry out their responsibilities under the AODA.

Municipal Accessibility Advisory Committees — Regional Forums

In 2011, we held a series of six, one-day forums for municipal accessibility advisory committees in Thunder Bay, North Bay, Burlington, London, Ottawa and Toronto. The forums also brought together non-profits, seniors groups, business leaders and local economic development committees.

The theme of the forums was “Actioning Accessibility through Customer Service”.

The objectives were to:

- Provide an update on the AODA, the Accessibility Standard for Customer Service and the then proposed Integrated Accessibility Standards Regulation.
- Bring municipal accessibility advisory committees together to share information, resources and good practices on engaging local businesses and helping them to comply with the Accessibility Standard for Customer Service.
- Engage representatives of seniors’ organizations and learn more about how the accessibility standards affect an aging population.



Barry McMahon, President of the Accessibility with Moxie Foundation, speaking at the Accessibility Advisory Committee forum in Toronto.

Outreach

Reaching out to help and support organizations that must comply with the AODA and accessibility standards is a crucial aspect of our work. We communicate regularly with our stakeholders and meet them face-to-face to raise awareness, understand their challenges and prepare them for success.

2011 Highlights

In 2011, our focus was on supporting private and non-profit sectors that had to comply with the Accessibility Standard for Customer Service by January 1, 2012. Our relationships with stakeholders allowed us to work together to coordinate outreach initiatives.

Ministry staff also attended a number of industry and association conferences, partnered with stakeholders to host webcasts and used social media to help organizations understand and comply with the Accessibility Standard for Customer Service and later in the year, the Integrated Accessibility Standards Regulation.

Conferences and Events

- Staff participated in 19 conferences covering sectors from healthcare to agriculture.
- By the end of the year, staff had given over 60 presentations about the AODA and accessibility standards.

Webcasts and Webinars

We held several webcasts and webinars in 2011, making the most of the technology to efficiently and effectively reach as many people as possible.

- In April, we led a webcast session for the Retail Council of Canada on the AODA and the Accessibility Standard for Customer Service.
- In the autumn, in partnership with the Association of Municipal Managers, Clerks and Treasurers of Ontario, we held a webcast to provide an update on the early requirements of the Integrated Accessibility Standards Regulation.

Both sessions were recorded and posted online so others could watch the sessions on demand.

<http://events.digitalmedia.telus.com/ops/110711/>

- In November, we participated in a webinar for the Federation of Rental Housing Providers.
- In December, we hosted a webinar with the Ontario Non-Profit Network and another with the Ontario Hospital Association.

Social Media

In December, the Ministry of Community and Social Services launched its first Twitter and Facebook channels to connect directly with Ontarians and others from around the world. Our goal is to use social media to engage our audiences in a dialogue about accessibility.

Our presence on these sites, combined with our existing YouTube channel, brings us to the forefront of interactive and inclusive government communications.



Messages on the Ministry of Community and Social Services' Twitter account.

Our Website: ontario.ca/AccessON

Our website grew and evolved throughout the year. In the summer, we refocused it so businesses can quickly and easily see which accessible customer service requirements apply to them, based on their employee count.

We continued to add updates, fact sheets, guides, toolkits and general information about the Accessibility Standard for Customer Service and the Integrated Accessibility Standards Regulation on our website.

The site will eventually host a suite of online tools to help Ontarians meet the requirements of each of the accessibility standards.

Stakeholder Communications

In 2011, with the focus on getting private and non-profit sector organizations ready for compliance with the Accessibility Standard for Customer Service, we implemented an outreach strategy targeting four priority sectors that most affect the lives of people with disabilities:

- healthcare
- non-profit
- retail
- tourism

We worked closely with partners and stakeholders in these industries to identify opportunities, such as speaking engagements and webinars, to remind their members about the January 1, 2012 deadline.

We gave them information and sample articles to include in newsletters, publications and websites, and we began sending updates on the new accessibility standards.

the accessibility standards advisory council

The Accessibility Standards Advisory Council was established when we enacted the AODA. The council plays an important role in achieving the vision of an accessible Ontario. They advise the Minister of Community and Social Services on the implementation of the act, including the development of accessibility standards and public education campaigns.

The members of the council are appointed by the minister for a maximum three-year term and represent a cross-section of leaders from the private sector and disability communities.

The Council in 2011

In 2011, James W. Sanders continued his second term as chair. Mr. Sanders is the former president and chief executive officer of the Canadian National Institute for the Blind and is currently the institute's vice-president of the North American and Caribbean region. He is also a member of the executive committee of the World Blind Union.

Peggy Taillon continued as the council's vice-chair. Ms. Taillon is currently the president of the Canadian Council on Social Development, Canada's longest established social policy and research organization.

In 2011, the Minister of Community and Social Services appointed three new members.

- **Don Halpert** is vice-president, human resources at Thunder Bay Regional Health Sciences Centre. He is past board member and treasurer of the Canadian Hard of Hearing Association. He has also served on the board of the Canadian Hearing Society.
- **John Hendry** is an author, professional speaker, veteran public school trustee, and an outspoken advocate for people with special needs. He is the father of a son with cerebral palsy and has written a book for parents of children with disabilities. He has also served on a special education advisory committee at the Waterloo Region District School Board for more than 20 years.
- **Lorin MacDonald** left a multi-faceted career in the business, public and non-profit sectors in Toronto and as an entrepreneur in her hometown of Port Dover to earn her law degree. In 2006, she was named to the City of London Mayor's New Year's Honours List. She has received numerous honours for her unwavering efforts toward a barrier-free Ontario.

2011 Highlights

Council members reached out to municipalities, associations, institutions, and private and public sector organizations to raise awareness of the AODA and the Accessibility Standard for Customer Service. The council members conducted information sessions on the act and the standard at several events including:

- Ontario Hospital Association Conference
- City of Burlington Council
- Job Opportunity Information Network Employer's conference.

Members of the council also provided feedback to the Accessibility Directorate of Ontario during the development of compliance assistance resources and public education and awareness campaigns.



The Accessibility Standards Advisory Council and the AODA were mentioned in the April 2011 issue of the United Nations' Enable Newsletter.

In 2012, council members will continue to advise the Minister of Community and Social Services on the implementation of the AODA and the accessibility standards. They will also continue to offer advice on public education, outreach and compliance initiatives.

The Integrated Accessibility Standards Regulation

For the 1.85 million men, women and children who live with disabilities in Ontario, the regulation will make public transportation more accessible, which will make travelling with friends and to school and work easier.

It will become easier to find work, change jobs and pursue a career.

Information and websites will be more accessible for everyone to enjoy.



looking ahead to 2012

Accessibility Standards

- We will continue to move forward with the analysis and development of the Accessibility Standard for the Built Environment. Once it is complete, the government will determine what requirements will become law and when.
- We will produce more comprehensive resource materials to help organizations understand and implement the Integrated Accessibility Standards Regulation.

Compliance

- 360,000 organizations in the private and non-profit sectors will be required to comply with the Accessibility Standard for Customer Service.
- Of these, about 60,000 organizations will begin submitting their accessibility reports online. They will have until December 31, 2012 to file their reports.
- The E-Wizard tool will be available to the public, providing accurate and timely information to organizations about what they need to do and when they need to do it.
- We will begin exploring pilot programs with other ministries to support a government-wide approach to carrying out inspection and enforcement activities.
- We will begin analyzing data to further improve our audits and inspections.



Outreach and Support to Employers

- We will continue outreach efforts to the non-profit and private sectors to help them meet the requirements of the Accessibility Standard for Customer Service.
- We will distribute free educational resources and give speeches and presentations to help organizations understand and implement the Integrated Accessibility Standards Regulation.
- We will continue to form new strategic partnerships and develop resources through our EnAbling Change partners.

conclusion

Ontario is on the verge of significant and meaningful change affecting the day-to-day lives of people with disabilities. This change is becoming a reality because of the contributions of everyone who will be affected by accessibility standards. Through collaboration and cooperation with our partners and stakeholders, we keep moving towards our vision.

When the Integrated Accessibility Standards Regulation became law in July 2011, Ontario passed an important milestone on the journey to accessibility by 2025.

The regulation includes accessibility standards for Information and Communications, Employment, and Transportation. For the 1.85 million men, women and children who live with disabilities in Ontario, the regulation will make public transportation more accessible, which will make travelling with friends and to school and work easier. It will become easier to find work, change jobs and pursue a career. Information and websites will be more accessible for everyone to enjoy.

Thanks to the contributions of everyone who has taken part, four accessibility standards have been developed and enacted in six short years. We look forward to continuing to work together with our partners and stakeholders so that people with disabilities can take advantage of all this province has to offer.

“Ontarians believe in accessibility and they believe it’s the right thing to do.”

**— Alfred Spencer, Director,
Accessibility Directorate of Ontario**

Creating opportunity, building independence

Greater accessibility means greater opportunity for Ontario:

- for businesses to harness the buying power of more people – on-site and online
- for people with disabilities to participate in our labour force and economy
- for entrepreneurs to create new businesses based on inclusive design, products and services
- for employers to find untapped talent



May 2012

© Queen's Printer for Ontario, 2012

ISSN 1911-818X (Print)

ISSN 1911-8198 (Web)

This document was produced by
the Accessibility Directory of Ontario.

Ce document est également disponible en français.