



Accessibility for Ontarians with Disabilities Act (AODA)

1. Terminology

Standard for Customer Service

1. Customer service policy, practices and procedures on providing goods and services to people with disabilities
 - Notice regarding the availability of AODA policy and procedures and other related documents **(F)**
 - Accessible customer service standard checklist **(CH)**
2. Use of assistive devices
3. Use of service animals
4. The use of support persons
5. Disruption of services
 - Disruption of service and feedback notices **(F)**
6. Customer feedback
 - Sample customer feedback forms **(F)**
7. Training
 - AODA and CS training resource **(F)**
 - HRPAs Harold Jeepers Youtube video and PDF companion **(F)**
8. Documentation and annual filing

The Integrated Accessibility Standards

1. Statement of organizational commitment
2. Multi-year accessibility plans
 - Accessibility self-audit/assessment **(F)**
 - Sample multi-year accessibility plan **(F)**
 - Evaluation report for web accessibility **(F)**
3. Purchasing or acquiring goods, services or facilities

4. Self-service kiosks
5. Accessibility and human rights training
 - Ontario Human Rights Commission Working Together: free online **(F)**
 - Training certificate of completion **(F)**

Standard for Information and Communications

1. Organizational commitment to providing accessible information and communications
 - Accessible information and communications standard multi-year plan **(F)**
2. Accessible formats and communications supports
 - Notification of availability of accessible formats and communications supports **(F)**
 - Alternative format or communication support request form **(F)**
3. Feedback process
 - Notification of accessible information and communications feedback **(F)**
 - Accessible information and communication system/platform feedback form **(F)**
4. Emergency response procedures, plans or public safety information
5. Accessible website and web content
 - Accessible website and web content plan **(F)**
 - Website accessibility feedback form **(F)**
6. Educational and training resources and materials
7. Training to educators
8. Public libraries and libraries of educational and training institutions

Standard for Employment

1. Accessibility standard for employment policy, statement of commitment
 - Employment standard multi-year plan **(F)**
2. Recruitment, assessment and selection
 - Recruitment and selection checklist **(CH)**
3. Return to work
4. Performance management
5. Career development and advancement
6. Redeployment
7. Accessible formats and communication supports
8. Documented individual accommodation plans
9. Workplace emergency response information

Standard for Transportation

1. Accessibility standard for transportation policy, statement of commitment
 - Transportation standard multi-year plan **(F)**
 - Transportation standard multi-year plan in chart form **(F)**
2. Accessible emergency and public safety information, stop-requests and emergency response controls, and services required because of an emergency or on compassionate grounds
3. Training in the transportation sector
4. Availability of information on accessibility equipment and non-functioning accessibility equipment
5. Fares, fees, parity and the treatment of support persons and companions, children and visitors
6. General responsibilities, pre-boarding and on-board announcements, storage of mobility aids and mobility assistive devices, courtesy seating and origin to destination services

Standard for Transportation (continued)

7. Service disruptions or delays
8. Technical requirements
9. Alternative accessible method of transportation
10. Categories of eligibility and application process
11. Coordinated service
12. Hours of service, bookings and trip restrictions
13. School transportation services and public service organizations
14. Transition existing contracts and vehicles
15. Duties of municipalities, taxicabs and ferries

Standard for the Built Environment and the Design of Public Spaces

1. Accessibility standard for public spaces policy, statement of commitment
 - Public spaces multi-year plan **(F)**
2. Accessible recreational trails and beach access routes
3. Accessible outdoor public-use eating and outdoor play spaces
4. Accessible exterior paths of travel
5. Accessible on- and off-street parking
6. Accessible service-related elements
7. Maintenance of public spaces

Total: Policies – **54** Forms – **21** Checklists – **2**