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## Multi-Year Accessibility Plan Requirement

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[Regulation 191/11: Integrated Accessibility Standards](#) under the [Accessibility for Ontarians with Disabilities Act, 2005](#) requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

The law is flexible, so you can develop your accessibility plan in a way that works best for your organization. There is no right or wrong way. This form includes sample information to help you comply with section 4 of the [Regulation](#).

This section applies to the Government of Ontario, Legislative Assembly of Ontario, Designated Public Sector organizations as well as business/non-profit organizations with 50 or more employees.

### General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the [Accessibility for Ontarians with Disabilities Act, 2005](#). Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

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## Sample Plan

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### Message from the CEO

[\(A personal message from your CEO illustrates the importance the leadership of your organization places on accessibility. You may want to include a specific achievement, success story or best practice that demonstrates your organization's leadership in implementing accessibility initiatives. You may also want to incorporate the statement of commitment to accessibility into this message.\)](#)

## Introduction

In this section, you may choose to include some information about your organization, highlight some of your key achievements in accessibility, write a brief executive summary of the plan or include two or three paragraphs that build on the essence of your Statement of Commitment. You might want to link your accessibility plan to your diversity or inclusion strategy, if your organization has one.

Name of Organization

strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

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Name of Organization

is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

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## Section 1. Past Achievements to Remove and Prevent Barriers

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In this section, you have the opportunity to highlight specific projects and programs your organization has implemented to improve accessibility for people with disabilities and to meet requirements of the *Accessibility for Ontarians with Disabilities Act*. Under each heading, add an introductory paragraph, if you wish, and provide information in bullets. You may also want to add a paragraph describing the corporate approach to addressing barriers. Disregard any headings that do not apply.

has completed the following accessibility initiatives.

### **Customer Service**

Provide information detailing actions your organization took to comply with the customer services standard. Include a statement confirming that your organization has remained in compliance with the Customer Service Standards, how customer feedback was submitted, actions to address the feedback received and actions your organization took to identify/address potential barriers that may prevent people from giving feedback.

Detail actions and list initiatives from past years.

### **Information and Communications**

Detail actions and list initiatives from past years.

### **Employment**

Detail actions and list initiatives from past years.

### **Procurement**

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

### **Self-service kiosks**

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

### **Training**

List initiatives from past years, if applicable.

### **Design of Public Spaces**

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

## Transportation

Note: This section may not apply to your organization.

List initiatives from past years, if applicable.

## Other

If your organization implemented initiatives that do not apply to any of the above headings, please list them here.

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## Section 2. Strategies and Actions

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Identify the projects and programs your organization plans to accomplish to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* and to remove and prevent barriers to people with disabilities.

### Customer Service

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Name of Organization

is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

List the initiatives your organization is planning to continue in order to comply with the Customer Service Standard (e.g., training new staff) and specify the timeframe for each.

### Information and Communications

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Name of Organization

is committed to making our information and communications accessible to people with disabilities.

List the initiatives your organization is planning and specify the timeframe for each.

### Employment

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Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each.

## Procurement

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Name of Organization

is committed to fair and accessible employment practices.

List the initiatives your organization is planning and specify the timeframe for each, if applicable.

## Self-service kiosks

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Name of Organization

is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

If applicable, list the initiatives your organization is planning and specify the timeframe for each.

## Training

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Name of Organization

is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

List initiatives your organization is planning and specify the timeframe for each.

## Design of Public Spaces

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Name of Organization

will meet accessibility laws when building or making major changes to public spaces.

If applicable, list initiatives your organization is planning and specify the timeframe for each.

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Name of Organization

will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

## Transportation

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Name of Organization

is committed to accessible transportation services.

List the initiatives your organization is planning and specify the timeframe for each, if applicable

**Other**

If your organization has planned initiatives that do not fit any of the above headings, list them here in bullet format and specify the timeframe.

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**For More Information**

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For more information on this accessibility plan, please contact at

Last Name	First Name	Middle Initial
Telephone Number	Email Address	

Our accessibility plan is publicly posted at  
Website and/or Social Media Addresses

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Standard and accessible formats of this document are free on request from

Last Name	First Name	Middle Initial
Telephone Number	Email Address	

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