FICTIONAL SAMPLE | FULLY WORKED EXAMPLE

AODA Readiness and Action Plan

Example Ontario Services - FICTIONAL SAMPLE

A fictional 28-person Ontario business: all checks answered, with illustrative evidence, responsible roles and seven open actions. No real employer was assessed. Invented planning targets do not extend legal duties. This is not an audit, compliance certificate or government filing.

Ontario | Prepared 2026-10-23
Content version 2026-10-23.1 | Sources reviewed 2026-10-23 | Review due 2026-10-30

A clear starting point - not a compliance score

27 of 27 checks answered. 7 need action; 0 need clarification or applicability review. Blank answers mean work remains; they never mean compliant.

General information and self-reported preparation only. This is not legal advice, an accessibility audit, a compliance certificate, an official Ontario accessibility compliance report or a guarantee of compliance. No records, premises or website have been independently tested. Check applicability, official requirements and your evidence before relying on an answer. An authorized certifier must complete the applicable official filing through Ontario's process. Do not upload this preparation pack as a substitute for the government report. No marketing subscription is created.

Open the free tool and revisit your answers

https://canadapolicymanual.com/aoda-compliance-checklist

Pack navigation: workplace and scope | prioritized actions | full checklist | implementation worksheets | certifier handoff | official references

ONTARIO ACCESSIBILITY | PREPARATION PACK

1. Workplace and scope

Read this page before sharing the action plan. The output depends on your selections, not independent verification.

Organization: Business
Regulatory coverage selected: ontario
Ontario employee count: 28
Headcount method confirmed: Yes - self-reported
Public website: yes
Public-facing services: yes
Specialist activities selected: None

Reporting deadline versus ongoing obligations

Your selections indicate the ordinary business/non-profit accessibility compliance report is required by 2026-12-31. Filing is separate from meeting the underlying accessibility duties. Complete outstanding actions and verify every certification answer; do not wait until the reporting deadline to implement requirements.

This is a self-reported accessibility preparation and action plan, not legal advice, a government accessibility compliance report, a certification, a website conformance assessment or a guarantee of compliance. No government filing is made. The authorized certifier must verify the actual facts and file through Ontario's official process where required. Human Rights Code, Building Code and specialist duties remain separate. Do not enter diagnoses, medical records or confidential employee information.

ATTENTION: The 50+ written-plan, written accommodation-process and public-website rules are not automatically imposed by this checklist. Smaller employers still have applicable accessibility and human-rights duties.

Do not include disability diagnoses, accommodation case files or employee medical details in this workbook. Record a secure evidence location instead of copying confidential employee records. Planning priorities and your target dates are not legal deadlines.

ONTARIO ACCESSIBILITY | PREPARATION PACK

2. Prioritized action plan

Work first on unresolved applicability and known gaps. Confirm the official requirement and appoint a responsible person.

1. Is the 2026 official accessibility report being prepared by an authorized certifier?

Priority: Review first | Needs action
Action: Use Ontario's current reporting instructions and answer truthfully. Do not describe this action-plan PDF as the official report.
Suggested evidence: A responsible certifier, government portal access, business details and evidence supporting accurate answers.
Owner: Managing director | Your target: 2026-11-02
Evidence location: Illustrative only: Reporting / certifier handoff / outstanding

Your note: FICTIONAL SAMPLE: The reporting requirement is identified, but the authorized certifier and official portal handoff are not yet confirmed. The 2026 report has NOT been submitted. Target is a planning date, not a legal extension.

2. Have employees, volunteers, policy developers and others providing goods, services or facilities on your behalf received relevant training?

Priority: Review first | Needs action
Action: Identify the people and duties involved and arrange role-appropriate accessibility and human-rights training.
Suggested evidence: A role-to-training matrix and evidence that relevant people, including new starters and people acting on your behalf, were trained.
Owner: HR lead | Your target: 2026-10-26
Evidence location: Illustrative only: Training / coverage matrix / two starters outstanding

Your note: FICTIONAL SAMPLE: Two recently hired client-service staff have not yet completed the relevant accessibility, disability-related Human Rights Code and customer-service training. Prioritize training promptly; 26 of 28 staff have illustrative completion evidence. Target is a planning date, not a legal extension.

3. Can people request accessible formats or communication supports, with consultation, timely delivery and no higher charge?

Priority: Review first | Needs action
Action: Publish the notice, assign a contact and make arrangements with the person; escalate uncertain exceptions.
Suggested evidence: Public notice, contact route, request handling steps and examples of suitable delivery.
Owner: Operations lead | Your target: 2026-10-27
Evidence location: Illustrative only: Website / accessible-format notice / not published

Your note: FICTIONAL SAMPLE: The invented contact page lacks a public notice about accessible formats and communication supports. Publish the notice, assign a request owner and use consultation to arrange suitable timely delivery at no higher charge. Target is a planning date, not a legal extension.

4. Is training provided as soon as practicable and updated when relevant policies change?

Priority: Plan follow-up | Needs action
Action: Schedule training for new duties and changed policies; do not substitute a purchased certificate for appropriate training.
Suggested evidence: Onboarding arrangements, training dates and a process to communicate policy changes.
Owner: HR lead | Your target: 2026-10-26
Evidence location: Illustrative only: Training / onboarding trigger revision / open action

Your note: FICTIONAL SAMPLE: The two missed starters revealed that the onboarding checklist did not assign a training owner. Add the owner and escalation step, complete prompt training and retain update communications when relevant policies change. Target is a planning date, not a legal extension.

5. Is there a process to notify people of temporary disruptions to disability-related facilities or services?

Priority: Plan follow-up | Needs action
Action: Prepare a notice and assign responsibility for publishing it promptly when a disruption occurs.
Suggested evidence: A notice procedure and a completed or blank disruption notice with the necessary fields.
Owner: Operations lead | Your target: 2026-10-26
Evidence location: Illustrative only: Service / disruption notice and publication process / missing

Your note: FICTIONAL SAMPLE: There is no approved notice process for a failure of the accessible meeting-room route. Prepare a notice with the reason, expected duration and alternatives, and assign prompt publication responsibility. Target is a planning date, not a legal extension.

6. Are existing feedback processes accessible to people with disabilities?

Priority: Plan follow-up | Needs action
Action: Check the feedback routes in use and publish how to request an accessible option.
Suggested evidence: A feedback-access statement and an alternative submission/response route.
Owner: HR lead | Your target: 2026-10-28
Evidence location: Illustrative only: Feedback / employee survey accessibility notice / open action

Your note: FICTIONAL SAMPLE: The public feedback route is documented, but the internal employee survey does not tell staff how to request an accessible alternative. Add that notice and test a suitable supported alternative. Target is a planning date, not a legal extension.

7. Are selected applicants informed of accommodation and consulted when they request it?

Priority: Plan follow-up | Needs action
Action: Update invitations and ensure someone can arrange requested accommodation.
Suggested evidence: Interview invitations, assessment procedures and confidential handling arrangements.
Owner: HR lead | Your target: 2026-10-26
Evidence location: Illustrative only: Recruitment / interview invitation / revision needed

Your note: FICTIONAL SAMPLE: The sample interview invitation does not notify selected applicants that accommodation is available for the selection process. Revise invitations and assign consultation/request handling before the next invitation. Target is a planning date, not a legal extension.

3. Your full checklist

Each entry includes the actual response, a practical evidence example and an official reference. A not-applicable selection is not accepted as a verified legal exemption.

Scope & reporting

Has the Ontario employee count and organization category been checked?

Check type: Preparation and evidence organizer
Response: Ready - evidence reported available
What this checks: Use the peak number employed at one time in the previous 12 months, including Ontario full-time, part-time, seasonal and employee contract positions. Exclude workers outside Ontario, volunteers and genuine independent contractors. Do not add peaks from different dates.
Evidence to locate: A dated headcount calculation and category check, without personal employee data.
Example: A business with 12 full-time and 9 part-time Ontario employees at its peak counts 21, not 12 full-time equivalents.
Next step: Check payroll and worker classification. Confirm uncertain contractor arrangements before using a reporting threshold.

Owner: HR lead | Target: Not set
Evidence location: Illustrative only: Headcount / peak calculation / 2026-10-23
Your note: FICTIONAL SAMPLE: Invented payroll review shows a peak of 28 Ontario employees at one time: 22 full-time and 6 part-time. No volunteers, out-of-province workers or genuine independent contractors were counted.

Official reference: Count your employees | Source reviewed 2026-10-23

Ontario: guide to accessibility compliance for industry

https://www.ontario.ca/page/guide-accessibility-compliance-industry

Is the 2026 official accessibility report being prepared by an authorized certifier?

Check type: Preparation and evidence organizer
Response: Needs action
What this checks: Ordinary Ontario businesses and non-profits with 20 or more employees must file by December 31, 2026. The report does not replace implementing the requirements. This tool does not submit the government report.
Evidence to locate: A responsible certifier, government portal access, business details and evidence supporting accurate answers.
Example: Operations prepares the evidence; a person authorized to bind the organization certifies through Ontario's official portal.
Next step: Use Ontario's current reporting instructions and answer truthfully. Do not describe this action-plan PDF as the official report.

Owner: Managing director | Target: 2026-11-02
Evidence location: Illustrative only: Reporting / certifier handoff / outstanding
Your note: FICTIONAL SAMPLE: The reporting requirement is identified, but the authorized certifier and official portal handoff are not yet confirmed. The 2026 report has NOT been submitted. Target is a planning date, not a legal extension.

Official reference: Business/non-profit reporting and certifier | Source reviewed 2026-10-23

Ontario: completing your accessibility compliance report

https://www.ontario.ca/page/completing-your-accessibility-compliance-report

Will the filed accessibility report and confirmation be retained and the report made publicly available?

Check type: Preparation and evidence organizer
Response: Ready - evidence reported available
What this checks: Retaining the official confirmation supports follow-up. The AODA requires an obligated organization's accessibility report to be made available to the public; keep its contents accessible on request.
Evidence to locate: The actual submitted report, confirmation and public access arrangements-not this tool's PDF.
Example: Keep the government confirmation with the submitted report and tell requesters how to obtain the report.
Next step: After filing, save the actual government record and establish public access to the report.

Owner: Managing director | Target: Not set
Evidence location: Illustrative only: Reporting / retention and public-access procedure
Your note: FICTIONAL SAMPLE: A procedure assigns the director to save the eventual submitted report and government confirmation, and make the actual report publicly available. This is a future retention process, NOT proof of a filing.

Official reference: After submitting; AODA, 2005 s. 14(2) | Source reviewed 2026-10-23

Ontario: completing your accessibility compliance report

https://www.ontario.ca/page/completing-your-accessibility-compliance-report

Policies & training

Are accessibility policies implemented and maintained?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: Covered organizations need policies governing how they meet applicable accessibility requirements. Merely downloading policy wording does not implement it. The same 50+ written-policy rule does not apply to small businesses/non-profits.
Evidence to locate: Policies used in practice, staff instructions and a person responsible for updates.
Example: A small company explains how accommodation and accessible service requests reach the right person.
Next step: Identify barriers and current practices, establish the policies, communicate them and implement them.

Owner: Operations lead | Target: Not set
Evidence location: Illustrative only: Policies / accessibility policy v3 / staff briefing
Your note: FICTIONAL SAMPLE: The example business uses an accessibility policy covering service and employment practices; staff are told how to route requests. The illustrative policy is implemented in this invented scenario, not merely downloaded.

Official reference: IASR s. 3 | Source reviewed 2026-10-23

Ontario: how to create an accessibility plan and policy

https://www.ontario.ca/page/how-create-accessibility-plan-and-policy

Have employees, volunteers, policy developers and others providing goods, services or facilities on your behalf received relevant training?

Check type: Applicable requirement check
Response: Needs action
What this checks: Training must address the accessibility requirements relevant to duties and the disability-related Ontario Human Rights Code provisions. Customer-service training also applies. Outsourcing service does not automatically remove the organization's responsibilities.
Evidence to locate: A role-to-training matrix and evidence that relevant people, including new starters and people acting on your behalf, were trained.
Example: HR receives recruitment training; reception learns service-animal and accessible-communication procedures.
Next step: Identify the people and duties involved and arrange role-appropriate accessibility and human-rights training.

Owner: HR lead | Target: 2026-10-26
Evidence location: Illustrative only: Training / coverage matrix / two starters outstanding
Your note: FICTIONAL SAMPLE: Two recently hired client-service staff have not yet completed the relevant accessibility, disability-related Human Rights Code and customer-service training. Prioritize training promptly; 26 of 28 staff have illustrative completion evidence. Target is a planning date, not a legal extension.

Official reference: IASR s. 7 and s. 80.49 | Source reviewed 2026-10-23

Ontario: how to train your staff on accessibility

https://www.ontario.ca/page/how-train-your-staff-accessibility

Is training provided as soon as practicable and updated when relevant policies change?

Check type: Applicable requirement check
Response: Needs action
What this checks: Training is ongoing: people new to relevant duties need it, and policy changes must be addressed. There is not a blanket AODA rule requiring every worker to purchase a new annual certificate.
Evidence to locate: Onboarding arrangements, training dates and a process to communicate policy changes.
Example: A new recruiter is trained promptly and receives an update when interview accommodation procedures change.
Next step: Schedule training for new duties and changed policies; do not substitute a purchased certificate for appropriate training.

Owner: HR lead | Target: 2026-10-26
Evidence location: Illustrative only: Training / onboarding trigger revision / open action
Your note: FICTIONAL SAMPLE: The two missed starters revealed that the onboarding checklist did not assign a training owner. Add the owner and escalation step, complete prompt training and retain update communications when relevant policies change. Target is a planning date, not a legal extension.

Official reference: IASR s. 7(3)-(4) and s. 80.49(3)-(4) | Source reviewed 2026-10-23

Ontario: how to train your staff on accessibility

https://www.ontario.ca/page/how-train-your-staff-accessibility

Are accessibility features considered when designing, buying or acquiring self-service kiosks?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: Private businesses/non-profits must have regard to accessibility for self-service kiosks. A kiosk may be a check-in, payment or ticketing terminal. If none is acquired or designed, explain that situation rather than marking the entire accessibility program exempt.
Evidence to locate: Purchasing/design review or a reason that no self-service kiosks are involved.
Example: Assess reach, controls, audio and screen access before buying a reception check-in terminal.
Next step: Ask suppliers about accessibility and record the features considered before procurement.

Owner: Operations lead | Target: Not set
Evidence location: Illustrative only: Procurement / reception kiosk / accessibility review
Your note: FICTIONAL SAMPLE: A sample purchasing gate requires accessibility features to be considered before any self-service kiosk is acquired or designed. An existing reception check-in terminal has an illustrative supplier/access review record.

Official reference: IASR s. 6(2)-(3) | Source reviewed 2026-10-23

Ontario: accessibility rules for businesses and non-profits

https://www.ontario.ca/page/accessibility-rules-businesses-and-non-profits

Accessible customer service

Do service practices respect dignity, independence, integration and equal opportunity, including accessible communication?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: Accessible customer service applies when serving the public or other third parties, including other businesses. Staff must consider the person's disability when communicating. A B2B-only business is not automatically exempt.
Evidence to locate: Service instructions and examples of responding to different communication needs.
Example: A supplier offers to explain a complicated order form verbally when requested.
Next step: Train the relevant team and agree on practical alternatives with the person.

Owner: Client services lead | Target: Not set
Evidence location: Illustrative only: Service / communication instructions / team briefing
Your note: FICTIONAL SAMPLE: The sample service instructions explain respectful communication and alternatives such as reading an order form aloud or arranging a suitable communication support. Staff consult the person rather than making assumptions.

Official reference: IASR s. 80.46(2), (4) | Source reviewed 2026-10-23

Ontario: how to make customer service accessible

https://www.ontario.ca/page/how-make-customer-service-accessible

Do policies permit disability-related assistive devices and explain available alternatives where needed?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: Policies must address people's use of their own assistive devices and other measures that enable access to goods, services or facilities. Assess genuine safety concerns individually rather than applying a blanket exclusion.
Evidence to locate: Device policy and the equipment or alternatives actually available.
Example: Make room for a mobility aid at a counter instead of asking the person to leave it elsewhere.
Next step: Identify barriers and explain how staff will support assistive-device use.

Owner: Client services lead | Target: Not set
Evidence location: Illustrative only: Service / assistive-device procedure v3
Your note: FICTIONAL SAMPLE: The sample policy permits disability-related assistive devices and explains who arranges a suitable alternative where a particular device cannot be used. It does not impose a blanket device ban.

Official reference: IASR s. 80.46(3) | Source reviewed 2026-10-23

Ontario: how to make customer service accessible

https://www.ontario.ca/page/how-make-customer-service-accessible

Are service animals welcomed in relevant premises, with lawful exclusions and alternative access handled correctly?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: Service animals are not limited to guide dogs. Where the premises rules apply, allow the animal unless another law excludes it. When excluded by law, provide another way to access the service. Do not demand a generic purchased service-animal certificate.
Evidence to locate: Premises procedure, actual legal exclusions if any, and alternative access arrangements.
Example: An office meeting with a supplier and service animal is moved from a legally restricted food-preparation area to an accessible meeting room.
Next step: Check actual premises restrictions and train staff on identification and alternatives using Ontario's guidance.

Owner: Client services lead | Target: Not set
Evidence location: Illustrative only: Service / reception service-animal procedure
Your note: FICTIONAL SAMPLE: The invented reception procedure welcomes qualifying service animals in relevant areas and requires escalation of any claimed lawful exclusion and an alternative-access arrangement. Staff do not demand a universal service-animal certificate.

Official reference: IASR s. 80.47(1)-(3) | Source reviewed 2026-10-23

Ontario: how to make customer service accessible

https://www.ontario.ca/page/how-make-customer-service-accessible

Are support persons allowed, fees disclosed in advance, and any compulsory support-person decision properly assessed?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: Where the premises rules apply, allow the person to access their support person. Requiring a support person needs consultation, evidence-based health/safety necessity and no other reasonable protection. Waive the support person's admission fee when your organization requires their presence.
Evidence to locate: Procedure for access, admission-fee notices and assessment of any compulsory support-person decision.
Example: A venue explains fees in advance and does not automatically require every disabled visitor to bring a companion.
Next step: Check the policy and any fee notices; do not impose an unsupported blanket rule.

Owner: Client services lead | Target: Not set
Evidence location: Illustrative only: Service / support-person procedure
Your note: FICTIONAL SAMPLE: The invented business has no admission fee and does not automatically require a support person. The procedure covers consultation, consent and the evidence-based process before requiring a support person for health or safety reasons.

Official reference: IASR s. 80.47(4)-(7) | Source reviewed 2026-10-23

Ontario: how to make customer service accessible

https://www.ontario.ca/page/how-make-customer-service-accessible

Is there a process to notify people of temporary disruptions to disability-related facilities or services?

Check type: Applicable requirement check
Response: Needs action
What this checks: Where people with disabilities normally rely on particular facilities/services, disruption notices must give the reason, expected duration and available alternatives. Plan how notices will reach affected users.
Evidence to locate: A notice procedure and a completed or blank disruption notice with the necessary fields.
Example: An elevator outage notice explains the anticipated repair time and an available alternative meeting arrangement.
Next step: Prepare a notice and assign responsibility for publishing it promptly when a disruption occurs.

Owner: Operations lead | Target: 2026-10-26
Evidence location: Illustrative only: Service / disruption notice and publication process / missing
Your note: FICTIONAL SAMPLE: There is no approved notice process for a failure of the accessible meeting-room route. Prepare a notice with the reason, expected duration and alternatives, and assign prompt publication responsibility. Target is a planning date, not a legal extension.

Official reference: IASR s. 80.48 | Source reviewed 2026-10-23

Ontario: how to make customer service accessible

https://www.ontario.ca/page/how-make-customer-service-accessible

Can people give accessible customer-service feedback, and does the process explain how complaints are handled?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: Providers must receive and respond to feedback about accessible service, make the process information readily available, and arrange accessible formats/supports on request.
Evidence to locate: Published feedback channels, complaints steps and a way to provide communication support.
Example: A customer can submit feedback by telephone instead of a form they cannot use.
Next step: Publish accessible contact routes and define receipt, response and complaint handling.

Owner: Client services lead | Target: Not set
Evidence location: Illustrative only: Feedback / public notice and complaints workflow
Your note: FICTIONAL SAMPLE: The illustrative customer-feedback notice offers phone and email routes, explains complaint handling and says accessible formats or communication supports can be arranged on request.

Official reference: IASR s. 80.50 and s. 11 | Source reviewed 2026-10-23

Ontario: how to make information accessible

https://www.ontario.ca/page/how-make-information-accessible

Information & digital access

Are existing feedback processes accessible to people with disabilities?

Check type: Applicable requirement check
Response: Needs action
What this checks: Organizations with feedback processes must provide or arrange accessible formats and communication supports on request and notify the public of that availability. This includes existing employee feedback processes, not only customer complaints.
Evidence to locate: A feedback-access statement and an alternative submission/response route.
Example: An employee can provide workplace feedback through a suitable supported conversation rather than an inaccessible survey.
Next step: Check the feedback routes in use and publish how to request an accessible option.

Owner: HR lead | Target: 2026-10-28
Evidence location: Illustrative only: Feedback / employee survey accessibility notice / open action
Your note: FICTIONAL SAMPLE: The public feedback route is documented, but the internal employee survey does not tell staff how to request an accessible alternative. Add that notice and test a suitable supported alternative. Target is a planning date, not a legal extension.

Official reference: IASR s. 11 | Source reviewed 2026-10-23

Ontario: how to make information accessible

https://www.ontario.ca/page/how-make-information-accessible

Can people request accessible formats or communication supports, with consultation, timely delivery and no higher charge?

Check type: Applicable requirement check
Response: Needs action
What this checks: Consult the requester on suitability; provide/arrange the accessible format or support in a timely manner considering the disability-related need, at no more than the regular cost. Notify the public that this help is available. There are specific scope exceptions; do not assume that every item can simply be declared unconvertible.
Evidence to locate: Public notice, contact route, request handling steps and examples of suitable delivery.
Example: A person asks for a large-print service guide and the team agrees on a usable format and delivery timing.
Next step: Publish the notice, assign a contact and make arrangements with the person; escalate uncertain exceptions.

Owner: Operations lead | Target: 2026-10-27
Evidence location: Illustrative only: Website / accessible-format notice / not published
Your note: FICTIONAL SAMPLE: The invented contact page lacks a public notice about accessible formats and communication supports. Publish the notice, assign a request owner and use consultation to arrange suitable timely delivery at no higher charge. Target is a planning date, not a legal extension.

Official reference: IASR ss. 9 and 12 | Source reviewed 2026-10-23

Ontario: how to make information accessible

https://www.ontario.ca/page/how-make-information-accessible

Is publicly available emergency or public-safety information provided accessibly on request?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: When the organization prepares emergency procedures, plans or public-safety information and makes it public, it must provide an accessible format or appropriate communication support on request as soon as practicable.
Evidence to locate: An inventory of public safety information and arrangements for accessible requests.
Example: A visitor receives an accessible version of the venue's published evacuation information.
Next step: Identify public safety materials and prepare a fast accessible-request route.

Owner: Operations lead | Target: Not set
Evidence location: Illustrative only: Safety / visitor information / accessible-request procedure
Your note: FICTIONAL SAMPLE: The invented office makes visitor emergency information public and has a request route for an accessible format or support as soon as practicable. This does not determine whether a particular visitor or employee needs individualized arrangements.

Official reference: IASR s. 13 | Source reviewed 2026-10-23

Ontario: how to make information accessible

https://www.ontario.ca/page/how-make-information-accessible

Accessible employment

Do applicants and the public know that recruitment accommodation is available?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: Employers must notify employees and the public of accommodation availability for applicants with disabilities during recruitment. This does not mean asking every applicant for a diagnosis.
Evidence to locate: Job advertisements and recruitment communications with an accommodation notice.
Example: A job advertisement invites applicants to request accommodation for the selection process.
Next step: Add a clear accommodation notice to the recruitment channels used.

Owner: HR lead | Target: Not set
Evidence location: Illustrative only: Recruitment / advert and careers-page accommodation notices
Your note: FICTIONAL SAMPLE: The sample job-advertisement and careers-page wording tells applicants that recruitment accommodation is available. It does not ask applicants to disclose a diagnosis.

Official reference: IASR s. 22 | Source reviewed 2026-10-23

Ontario: IASR accessible employment standards

https://www.ontario.ca/laws/regulation/110191

Are selected applicants informed of accommodation and consulted when they request it?

Check type: Applicable requirement check
Response: Needs action
What this checks: When individually selected for assessment or selection, applicants must be notified that accommodation is available for the materials/process. Consult on a suitable arrangement when requested.
Evidence to locate: Interview invitations, assessment procedures and confidential handling arrangements.
Example: An applicant is offered a suitable accessible interview or assessment format after consultation.
Next step: Update invitations and ensure someone can arrange requested accommodation.

Owner: HR lead | Target: 2026-10-26
Evidence location: Illustrative only: Recruitment / interview invitation / revision needed
Your note: FICTIONAL SAMPLE: The sample interview invitation does not notify selected applicants that accommodation is available for the selection process. Revise invitations and assign consultation/request handling before the next invitation. Target is a planning date, not a legal extension.

Official reference: IASR s. 23 | Source reviewed 2026-10-23

Ontario: IASR accessible employment standards

https://www.ontario.ca/laws/regulation/110191

Are successful applicants told about accommodation policies when an offer is made?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: Employers must notify the successful applicant about policies for accommodating employees with disabilities when making an offer of employment.
Evidence to locate: Offer letters or documented offer-stage notification.
Example: The offer email links to the employer's workplace accommodation policy.
Next step: Include a clear policy notice in the offer process.

Owner: HR lead | Target: Not set
Evidence location: Illustrative only: Recruitment / offer checklist and policy notice
Your note: FICTIONAL SAMPLE: The illustrative offer checklist requires notification of the employer's policies for accommodating employees with disabilities when an offer is made, rather than waiting for the employee to ask.

Official reference: IASR s. 24 | Source reviewed 2026-10-23

Ontario: IASR accessible employment standards

https://www.ontario.ca/laws/regulation/110191

Are staff informed of disability support policies, including new hires and policy updates?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: Inform employees about disability support policies, including job accommodation. Tell new employees as soon as practicable after starting and provide updated information when the relevant policies change.
Evidence to locate: Onboarding material, policy notices and change communications.
Example: A new starter receives the accommodation contact and process during onboarding.
Next step: Check onboarding and policy-update communication routes.

Owner: HR lead | Target: Not set
Evidence location: Illustrative only: Employment / onboarding pack / policy-update process
Your note: FICTIONAL SAMPLE: The invented onboarding pack and staff-update process tell employees about disability-support policies and relevant changes. New staff receive the information as soon as practicable after starting.

Official reference: IASR s. 25 | Source reviewed 2026-10-23

Ontario: IASR accessible employment standards

https://www.ontario.ca/laws/regulation/110191

Are work-related information and generally available employee information made accessible on request?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: Consult the employee to provide/arrange suitable formats and communication supports for information needed to perform the job and information generally available to employees in the workplace.
Evidence to locate: A request/consultation process and secure implementation records, without medical details entered here.
Example: An employee receives an accessible version of instructions and staff updates.
Next step: Agree with the employee on a suitable format or support and implement it.

Owner: HR lead | Target: Not set
Evidence location: Illustrative only: Employment / accessible-information request process
Your note: FICTIONAL SAMPLE: The sample employment process provides consultation and arrangements for suitable formats or communication supports for work-related and generally available employee information. No medical information appears in this workbook.

Official reference: IASR s. 26 | Source reviewed 2026-10-23

Ontario: IASR accessible employment standards

https://www.ontario.ca/laws/regulation/110191

Is individualized workplace emergency information arranged when needed and known to the employer?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: Provide individualized emergency response information where the disability makes it necessary and the employer is aware of the need, as soon as practicable. If assistance is required, share the information with the designated helper with the employee's consent.
Evidence to locate: Confidential emergency arrangements, consent where a helper is needed and review procedure. Do not enter diagnoses here.
Example: An employee and employer agree how evacuation information and assistance will be provided.
Next step: Consult the employee about emergency needs, create usable information and obtain required consent.

Owner: Operations lead | Target: Not set
Evidence location: Illustrative only: Safety / individualized information and consent procedure
Your note: FICTIONAL SAMPLE: The example procedure calls for prompt individualized emergency information when the employer knows a disability makes it necessary, and consent before sharing with a designated helper. Any actual individual records would remain confidential and are not reproduced here.

Official reference: IASR s. 27(1)-(3) | Source reviewed 2026-10-23

Ontario: accessible emergency information for staff

https://www.ontario.ca/page/how-provide-accessible-emergency-information-staff

Is individualized emergency information reviewed when circumstances change?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: Review the information when the employee moves to another location, when overall accommodation needs/plans are reviewed, and when the employer reviews its general emergency response policies.
Evidence to locate: Review triggers and current confidential arrangements.
Example: HR reviews evacuation arrangements when an employee's work location changes.
Next step: Build the three review triggers into emergency and accommodation procedures.

Owner: Operations lead | Target: Not set
Evidence location: Illustrative only: Safety / three emergency-information review triggers
Your note: FICTIONAL SAMPLE: The invented review checklist covers a move to another location, review of overall accommodation needs/plans, and review of general emergency response policies. These are process examples, not actual employee arrangements.

Official reference: IASR s. 27(4) | Source reviewed 2026-10-23

Ontario: accessible emergency information for staff

https://www.ontario.ca/page/how-provide-accessible-emergency-information-staff

Do any performance-management processes account for disability-related needs and accommodation plans?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: If performance management is used, take the accessibility needs of employees with disabilities and any individual accommodation plans into account. AODA does not require an organization to create a performance-management system solely for this purpose.
Evidence to locate: Manager instructions and the accommodation step within existing appraisal processes.
Example: An appraisal uses an accessible meeting format and considers the employee's agreed accommodations.
Next step: Review existing performance processes and train the managers using them.

Owner: HR lead | Target: Not set
Evidence location: Illustrative only: Employment / manager performance-review instructions
Your note: FICTIONAL SAMPLE: The sample business uses performance reviews. Its manager instructions require consideration of disability-related accessibility needs and any individual accommodation plan, with an accessible meeting/process where needed.

Official reference: IASR s. 30 | Source reviewed 2026-10-23

Ontario: IASR accessible employment standards

https://www.ontario.ca/laws/regulation/110191

Do any career-development and advancement processes account for accessibility needs and accommodation plans?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: Where career development/advancement is provided, consider disability-related accessibility needs and individual accommodation plans. This includes additional responsibilities and movement to a role with more responsibility or pay.
Evidence to locate: Accessible development opportunities and manager guidance.
Example: An employee can access the training needed to compete for an advancement opportunity.
Next step: Check how development opportunities are communicated and delivered.

Owner: HR lead | Target: Not set
Evidence location: Illustrative only: Employment / development opportunity checklist
Your note: FICTIONAL SAMPLE: The sample business offers development opportunities. Manager instructions address accessible communication and delivery and consideration of disability-related needs and individual accommodation plans.

Official reference: IASR s. 31 | Source reviewed 2026-10-23

Ontario: IASR accessible employment standards

https://www.ontario.ca/laws/regulation/110191

Does any redeployment process account for accessibility needs and accommodation plans?

Check type: Applicable requirement check
Response: Ready - evidence reported available
What this checks: Where redeployment is used as an alternative to layoff because a job or department is eliminated, consider affected employees' accessibility needs and individual accommodation plans.
Evidence to locate: Redeployment procedure with an accommodation review step, or a reason no such process is used.
Example: HR considers existing accommodations when moving a worker to another department instead of layoff.
Next step: Add accommodation review to any existing redeployment process.

Owner: HR lead | Target: Not set
Evidence location: Illustrative only: Employment / redeployment decision checklist
Your note: FICTIONAL SAMPLE: The example restructuring procedure requires review of affected employees' disability-related accessibility needs and any accommodation plan if redeployment is used instead of layoff. No actual redeployment or employee case is asserted.

Official reference: IASR s. 32 | Source reviewed 2026-10-23

Ontario: IASR accessible employment standards

https://www.ontario.ca/laws/regulation/110191

Evidence & action plan

Are identified actions assigned and followed through using actual evidence?

Check type: Preparation and evidence organizer
Response: Ready - evidence reported available
What this checks: This is a preparation aid, not an additional statutory filing requirement. A policy, training log or action plan only helps if the organization implements the actual requirements.
Evidence to locate: Owners, meaningful dates and evidence locations for actions; no sensitive employee information.
Example: HR owns training gaps while the web team owns remediation and retesting.
Next step: Prioritize immediate access barriers, assign responsible roles, implement changes and record completion evidence.

Owner: Operations lead | Target: Not set
Evidence location: Illustrative only: Actions / AODA register / seven open actions
Your note: FICTIONAL SAMPLE: The invented action register assigns each of the seven gaps to a role with a planning target and evidence reference. Open actions remain open; assigning a target is not proof of correction or permission to delay existing duties.

Official reference: Preparation aid supporting applicable requirements | Source reviewed 2026-10-23

Ontario: accessibility rules for businesses and non-profits

https://www.ontario.ca/page/accessibility-rules-businesses-and-non-profits

ONTARIO ACCESSIBILITY | PREPARATION PACK

4. Implementation worksheets

These filled worksheets are fictional illustrations supporting the seven open actions, not actual records or completed training. Do not copy them as your organization's evidence.

Training register

Use a role, team or secure record reference rather than sensitive personal information. Identify the training applicable to the role, completion evidence and any follow-up. This register is an organizing aid, not a training course or certificate.

Illustrative headcount: 26 of 28 staff have training evidence; two new starters remain outstanding. Role rows may overlap and must not be added together.

Role / team	Training / policy version	Completed / evidence	Follow-up owner / date
All staff, including client service	Relevant accessibility, disability-related Code and service training	26 of 28 complete; two new starters pending	HR lead / 2026-10-26
Policy developers (overlapping role)	Role-specific accessibility briefing	Illustrative policy briefing reference	HR lead / on relevant changes
New starters	Onboarding training trigger	Owner assignment missing; open action	HR lead / 2026-10-26

Accessible service and feedback process

Confirm how customers or other recipients can request an accessible format, communication support or a feedback route, and how staff route and respond to requests. Record your actual process; do not make promises that your organization cannot deliver.

Process / barrier	Responsible role	Accessible route / evidence	Next review
Accessible-format notice missing	Operations lead	Publish request notice and confirm consultation route	2026-10-27
Customer feedback	Client services lead	Illustrative phone/email routes and complaint steps	Maintain process
Disruption notice process missing	Operations lead	Reason, expected duration, alternatives and publication owner	2026-10-26

Accessible employment process

Check the recruitment, employee communication and accommodation steps identified in your applicable checklist. Store individual accommodation and return-to-work records separately and securely. This sheet does not determine an individual accommodation or replace consultation.

Employment stage	Procedure / secure evidence location	Owner	Action / target
Interview invitations	Illustrative invitation lacks accommodation availability notice	HR lead	Revise before next invitation / 2026-10-26
Staff survey	Illustrative feedback alternative notice missing	HR lead	Add notice and test route / 2026-10-28
Offer stage	Illustrative offer checklist includes policy notice	HR lead	Maintain implementation

ONTARIO ACCESSIBILITY | PREPARATION PACK

5. Certifier handoff

Ontario's report is completed through its official process. The person certifying needs authority and verified answers, not simply this PDF.

1. Confirm the legal organization, regulatory coverage, correct reporting route and employee-count method.

2. Read each current official report question and its instructions. Do not assume a ready answer in this tool matches a government certification question.

3. Locate the evidence behind each answer, check uncertain and not-applicable responses, and resolve or properly address identified gaps.

4. Identify the authorized certifier. Obtain business and contact details directly in your own secure filing workflow; this tool does not collect a business number.

5. Complete and submit the applicable report using Ontario's official process. This PDF is not the official form and does not submit anything to Ontario.

6. Save the government submission confirmation and a copy of what was certified. Maintain underlying practices and update evidence after filing.

Handoff item	Responsible role / secure location	Checked / date
Confirm authorized certifier	Managing director / illustrative reporting handoff	Open / plan 2026-11-02
Resolve seven open actions	Roles and illustrative references in action plan	Open; not verified
Official government submission	Authorized certifier using Ontario process	NOT submitted
Keep actual report and confirmation	Director / illustrative retention procedure	Future process only

Ontario: completing your accessibility compliance report

https://www.ontario.ca/page/completing-your-accessibility-compliance-report

No automatic certification or submission

There is no compliance guarantee, pass/fail result, government approval or legal opinion in this pack. The official certifier remains responsible for the accuracy of the filing. Specialist and uncertain circumstances need the appropriate official guidance or qualified advice.

ONTARIO ACCESSIBILITY | PREPARATION PACK

6. Source register and next steps

Use the current official sources alongside your records. Reassess after changes in workforce, service, website, premises or legal requirements.

Assessment prepared: 2026-10-23
Content version: 2026-10-23.1
Source review: 2026-10-23
Scheduled source review due: 2026-10-30
A source-review date is not the date your organization becomes compliant and is not a legal deadline.

Ontario: guide to accessibility compliance for industry
https://www.ontario.ca/page/guide-accessibility-compliance-industry

Ontario: completing your accessibility compliance report
https://www.ontario.ca/page/completing-your-accessibility-compliance-report

Ontario: how to create an accessibility plan and policy
https://www.ontario.ca/page/how-create-accessibility-plan-and-policy

Ontario: how to train your staff on accessibility
https://www.ontario.ca/page/how-train-your-staff-accessibility

Ontario: accessibility rules for businesses and non-profits
https://www.ontario.ca/page/accessibility-rules-businesses-and-non-profits

Ontario: how to make customer service accessible
https://www.ontario.ca/page/how-make-customer-service-accessible

Ontario: how to make information accessible
https://www.ontario.ca/page/how-make-information-accessible

Ontario: IASR accessible employment standards
https://www.ontario.ca/laws/regulation/110191

Ontario: accessible emergency information for staff
https://www.ontario.ca/page/how-provide-accessible-emergency-information-staff

Return to the current official requirements before certifying. This workbook is preparation only: it neither verifies compliance nor files a government report.