

Section	Initiative / Action and Description	ECO Action	ECO Completion Date	Compliance Date
Section 3 (1)	Establishment of Accessibility Policies - Every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.			
Section 3 (2)	The provider shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following	Policy Developed	December/2009	
Section 3 (2) (1)	The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.			
Section 3 (2) (2)	The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.			
Section 3 (2) (3)	Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or			
Section 3 (3)	Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, of other measures which enable them to do so.			
Section 3 (4)	When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability.			
Section 3 (5)	Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare one or more documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person.			
Section 4 (1)	Use of Service Animals and Support Persons - This section applies if goods or services are provided to members of the public or other third parties at premises owned or operated by the provider of the goods or services and if the public or third parties have access to the premises.			
Section 4 (2)	If a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.	Arrangements made with Property Management	December/2009	
Section 4 (3)	If a service animal is excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services.	Policy Developed	December/2009	
Section 4 (4)	If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.			
Section 4 (5)	The provider of goods or services may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.			
Section 4 (6)	provider of goods or services shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.			
Section 4 (7)	Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare one or more documents describing its policies, practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person.			
Section 4 (8)	<i>In this section, "guide dog" means a guide dog as defined in section 1 of the Blind Persons' Rights Act; ("chien-guide"); "service animal" means an animal described in subsection (9); ("animal d'assistance"); "support person" means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services. ("personne de soutien").</i>			
Section 4 (9)	For the purposes of this section, an animal is a service animal for a person with a disability: (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.	Policy Developed	December/2009	
Section 5 (1)	Notice of Temporary Disruptions - If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public.			
Section 5 (2)	Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.	'Notice of Disruption' form developed	December/2009	
Section 5 (3)	Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.	Policy Developed	December/2009	

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Section 5 (4)	Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document that sets out the steps to be taken in connection with a temporary disruption and, upon request, shall give a copy of the document to any person.	Policy Developed	December/2009	
Section 6 (1)	Training for Staff, Etc. - Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:			
Section 6 (1) (1)	Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.	Ongoing / As Required	December/2009	
Section 6 (1) (2)	Every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.	Ongoing / As Required	December/2009	
Section 6 (2)	<i>The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:</i>			
Section 6 (2) (1)	How to interact and communicate with persons with various types of disability.	Ongoing / As Required	December/2009	
Section 6 (2) (2)	How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.	Ongoing / As Required	December/2009	
Section 6 (2) (3)	How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.	Ongoing / As Required	December/2009	
Section 6 (2) (4)	What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.	Ongoing / As Required	December/2009	
Section 6 (3)	The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.	Ongoing / As Required	December/2009	
Section 6 (4)	Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.	Ongoing / As Required	December/2009	
Section 6 (5)	Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its training policy, and the document must include a summary of the contents of the training and details of when the training is to be provided.	Policy Developed	December/2009	
Section 6 (6)	Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	Monitoring process developed/in place	December/2009	
Section 7 (1)	Feedback Process for Providers of Goods or Services - Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.			
Section 7 (2)	The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.	Policy Developed	December/2009	
Section 7 (3)	The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received.			
Section 7 (4)	Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its feedback process and, upon request, shall give a copy of the document to any person.			
Section 8 (1)	Notice of Availability of Documents - Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request.			
Section 8 (2)	The notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.	Policy Developed	December/2009	
Section 9 (1)	Format of Documents If a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider			
Section 9 (2)	information.			



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Section 3 (1)	Establishment of Accessibility Policies - Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.			
Section 3 (2)	Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.	Policy Developed	December/2009	January/2012
Section 3 (3)(a)	The Government of Ontario, the Legislative Assembly, every designated public sector organization and large organizations shall prepare one or more written documents describing its policies.			
Section 3 (3)(b)	The Government of Ontario, the Legislative Assembly, every designated public sector organization and large organizations shall make the documents publicly available, and shall provide them in an accessible format upon request.	Ongoing / As Required	December/2009	January/2012
Section 4 (1)(a)	Accessibility Plans - The Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation.			
Section 4 (1)(b)	The Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations shall post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request.	Posted on Website	December/2009	January/2012
Section 4 (1)(c)	The Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations shall review and update the accessibility plan at least once every five years.	Ongoing / As Required	January/2012	
Section 4(2)	The Government of Ontario, Legislative Assembly and designated public sector organizations shall establish, review and update their accessibility plans in consultation with persons with disabilities and if they have established an accessibility advisory committee, they shall consult with the committee.	Ongoing / As Required	Ongoing / As Required	January/2012
Section 4 (3)(a)	The Government of Ontario, Legislative Assembly, designated public sector organizations shall prepare an annual status report on the progress of measures taken to implement the strategy referenced in clause (1)(a).	Status Report Developed	January/2012	
Section 4 (3)(b)	The Government of Ontario, Legislative Assembly, designated public sector organizations shall post the status report on their website, if any, and provide the report in an accessible format upon request.	Posted on Website	January/2012	
Section 4 (4)	Obligated organizations shall meet the requirements of this section according to the following schedule: for the Government of Ontario and the Legislative Assembly, January 1, 2012.		January/2012	
Section 5 (1)	Procuring or Acquiring Goods, Services or Facilities - The Government of Ontario, Legislative Assembly and designated public sector organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.	Ongoing / As Required	January/2012	
Section 5 (2)	If the Government of Ontario, Legislative Assembly, designated public sector organization determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring good, services or facilities, it shall provide, upon request, an explanation.	Ongoing / As Required	January/2012	
Section 6	Self-Service Kiosks	Not Applicable to ECO		
Section 7 (1)(a)	Training - Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to all employees, and volunteers.	Ongoing / As Required	January/2013	
Section 7 (1)(b)	Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to all persons who participate in developing the organization's policies.	Ongoing / As Required	January/2013	
Section 7 (2)	The training on the requirements of the accessibility standards and on the Human Rights Code referred to in ss(1) shall be appropriate to the duties of the employees, volunteers and other persons.	Ongoing / As Required	January/2013	
Section 7 (3)	Every person referred to in ss (1) shall be trained as soon as practicable.	Ongoing / As Required	January/2013	
Section 7 (4)	Every obligated organization shall provide training in respect of any changes to the policies described in s3 on an ongoing	Ongoing / As Required	January/2013	
Section 7 (5)	The Government of Ontario, the Legislative Assembly, every designated public sector organization and every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	Monitoring process developed/in place	January/2013	



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Section 11(1)	Feedback - Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.	Customer Feedback/Record of Customer Feedback Forms Developed	Ongoing / As Required	January/2013
Section 11(2)	<i>Nothing in this section detracts from the obligations imposed under s7 of O. Reg. 429/07 (Accessibility Standards for Customer Service) made under the Act.</i>			
Section 11(3)	Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	As Stated on Website	January/2013	
Section 12 (1)(a)	Accessible Formats and Communication Supports - Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability.	Alternate Format Request Form Developed	Ongoing / As Required	January/2014
Section 12 (1)(b)	Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability at a cost that is no more than the regular cost charged to other persons.	Ongoing / As Required	Ongoing / As Required	January/2014
Section 12 (2)	The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Ongoing / As Required	Ongoing / As Required	January/2014
Section 12(3)	Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	As Stated on Website	January/2014	
Section 13	Emergency Procedure Plans, or Public Safety Information - In addition to its obligations under s 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	<i>Not Applicable to ECO</i>		
Section 14	Accessible Websites and Web Content - The Government of Ontario and the Legislative Assembly shall make their internet and intranet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level AA, and shall do so in accordance with the schedule set out in this section.		January/2012	
Section 15	Educational and Training Resources and Materials	<i>Not Applicable to ECO</i>		
Section 16	Training to Educators	<i>Not Applicable to ECO</i>		
Section 19	Public Libraries	<i>Not Applicable to ECO</i>		

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Section 22	Recruitment General - Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.	Add "tag line" to website and advise employees in training	Ongoing / As Required	January/2013
Section 23(1)	Recruitment, Selection or Assessment Process - During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.	Add "tag line" to all internal/external job postings	Ongoing / As Required	January/2013
Section 23(2)	If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	ECO will contact applicant to consult prior to meeting		
Section 24	Notice to Successful Applicants - Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Add "tag line" into wording of standard offer letters	Ongoing / As Required	January/2013
Section 25(1)	Informing Employees of Supports - Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Add to orientation materials	Ongoing / As Required	January/2013
Section 25(2)	Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Add to orientation materials		
Section 25(3)	Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Update employees on all policy changes		
Section 26(1)(a)	Accessible Formats and Communication Supports for Employees - In addition to its obligations under s12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job.	Consult with employees on accessible formats and communication supports	Ongoing / As Required	January/2013
Section 26(1)(b)	In addition to its obligations under s12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is generally available to employees in the workplace.			
Section 26(2)	The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.			
Section 27 (1)	Workplace Emergency Response Information - Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	Employee Emergency Assistance Information Form Developed	January/2013	
Section 27(2)	If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Included in individual accommodation plan	January/2013	
Section 27(3)	Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Included in individual accommodation plan	January/2013	
Section 27(4)(a)	Every employer shall review the individualized workplace emergency response information when the employee moves to a different location in the organization.			

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Section 22	Recruitment General - Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.	Add "tag line" to website and advise employees in training	Ongoing / As Required	January/2013
Section 27(4)(b)	Every employer shall review the individualized workplace emergency response information when the employee's overall accommodations needs or plans are reviewed.	Ongoing / As Required	Ongoing / As Required	January/2013
Section 27(4)(c)	Every employer shall review the individualized workplace emergency response information when the employer reviews its general emergency response policies.			
Section 28(1)	Documented Individual Accommodation Plans - Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.			
Section 28(2)	The process for the development of documented individual accommodation plans shall include the following elements:			
Section 28(2)(a)	The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.	Accommodation Plan Template Developed	January/2013	
Section 28(2)(b)	The means by which the employee is assessed on an individual basis.			
Section 28(2)(c)	The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.			
Section 28(2)(d)	The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.			
Section 28(2)(e)	The steps taken to protect the privacy of the employee's personal information.			
Section 28(2)(f)	The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.			
Section 28(2)(g)	If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.			
Section 28(2)(h)	The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.			
Section 28(3)(a)	Individual accommodation plans shall, if requested, include any information regarding accessible formats and communications supports provided, as described in s26.			
Section 28(3)(b)	Individual accommodation plans shall, if required, include individualized workplace emergency response information, as described in s27.			
Section 28(3)(c)	Individual accommodation plans shall identify any other accommodation that is to be provided.	Policy Developed	January/2013	
Section 29(1)(a)	Every employer, other than an employer that is a small organization shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.			
Section 29(1)(b)	Every employer, other than an employer that is a small organization shall document the process.			
Section 29(2)(a)	The return to work process shall outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work.			
Section 29(2)(b)	The return to work process shall use documented individual accommodation plans, as described in s28, as part of the	Provide accessible formats and communication supports	As Required	January/2013
Section 29(3)	The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.			
Section 30	Performance Management - An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.			



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Section 22	Recruitment General - Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.	Add "tag line" to website and advise employees in training	Ongoing / As Required	January/2013
Section 31	Career Development and Advancement - An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Ensure Individual Accommodation Plan is consulted	As Required	January/2013
Section 32	Redeployment - An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Include statement in redeployment letters	As Required	January/2013