

# Integrated Accessibility Standards Regulations

## Compliance Timelines for the Government of Ontario and the Legislative Assembly

<b>January 1, 2010</b>
<b>Customer Service</b> <ul style="list-style-type: none"><li>• All requirements</li></ul>
<b>January 1, 2012</b>
<b>General Requirements</b> <ul style="list-style-type: none"><li>• Accessibility policies s. 3</li><li>• Accessibility plans s. 4</li><li>• Procuring or acquiring goods, services or facilities s. 5</li><li>• Self-service kiosks s. 6</li></ul> <b>Information and Communications</b> <ul style="list-style-type: none"><li>• Emergency procedures, plans or public safety information s. 13</li><li>• New Internet and intranet websites and web content on those sites must conform with WCAG 2.0 Level AA (excluding live captioning and pre-recorded audio descriptions) s. 14</li></ul> <b>Employment</b> <ul style="list-style-type: none"><li>• Workplace emergency response information s. 27</li></ul>
<b>January 1, 2013</b>
<b>General Requirements</b> <ul style="list-style-type: none"><li>• Training s. 7</li></ul> <b>Information and Communications</b> <ul style="list-style-type: none"><li>• Feedback processes s. 11</li></ul> <b>Employment</b> <ul style="list-style-type: none"><li>• Recruitment s. 22-24</li><li>• Informing employees of supports s. 25</li><li>• Accessible formats and communication supports for employees s. 26</li><li>• Documented individual accommodation plans s. 28</li><li>• Return to work process s. 29</li><li>• Performance management, career development, and redeployment s. 30-32</li></ul>
<b>January 1, 2014</b>
<b>Information and Communications</b> <ul style="list-style-type: none"><li>• Accessible formats and communication supports s. 12</li></ul>
<b>January 1, 2015</b>
<b>Design of Public Spaces</b> <ul style="list-style-type: none"><li>• Recreational trails and beach access routes s. 80.6-80.15</li><li>• Outdoor public use eating areas s. 80.16-80.17</li><li>• Outdoor play spaces s. 80.18-80.20</li><li>• Exterior paths of travel s. 80.21-80.31</li><li>• Accessible parking s. 80.32-80.39</li><li>• Obtaining services s. 80.40-80.43</li></ul>

- Maintenance planning s. 80.44

\*s. X refers to the section number of the regulation where that requirement appears

### January 1, 2016

#### Information and Communications

- All Internet websites and web content must conform with WCAG 2.0 Level AA (excluding live captioning and pre-recorded audio descriptions) s. 14

#### Customer Service - changes in effect July 1, 2016

- Changes were made to certain requirements of the Customer Service Standard that all organizations in Ontario with one or more employees must comply with effective July 1, 2016. For details, please refer to the [quick reference chart](#).

### January 1, 2020

#### Information and Communications

- All Internet and intranet websites and web content must conform with WCAG 2.0 Level AA (including live captioning and pre-recorded audio descriptions) s. 14

\*s. X refers to the section number of the regulation where that requirement appears