

Integrated Accessibility Standards Regulations

Compliance Timelines for Large Private and Not-for-Profit Organizations (with 50+ employees)

January 1, 2012
<p>Customer Service</p> <ul style="list-style-type: none"> • All requirements <p>Information and Communications</p> <ul style="list-style-type: none"> • Emergency procedures, plans or public safety information s. 13 <p>Employment</p> <ul style="list-style-type: none"> • Workplace emergency response information s. 27
January 1, 2013
<p>Information and Communications</p> <ul style="list-style-type: none"> • Educational and training institutions: <ul style="list-style-type: none"> - Educational and training resources and materials s. 15 - Training to educators s.16
January 1, 2014
<p>General Requirements</p> <ul style="list-style-type: none"> • Accessibility policies s. 3 • Accessibility plans s. 4 • Self-service kiosks s. 6 <p>Information and Communications</p> <ul style="list-style-type: none"> • All new Internet websites and web content on those sites must conform with WCAG 2.0 Level A s. 14
January 1, 2015
<p>General Requirements</p> <ul style="list-style-type: none"> • Training s. 7 <p>Information and Communications</p> <ul style="list-style-type: none"> • Feedback processes s. 11 • Producers of educational or training material - textbooks s. 17 • Libraries of educational and training institutions – print-based resources s. 18
January 1, 2016
<p>Information and Communications</p> <ul style="list-style-type: none"> • Accessible formats and communication supports s. 12 <p>Employment</p> <ul style="list-style-type: none"> • Recruitment s. 22-24 • Informing employees of supports s. 25 • Accessible formats and communication supports for employees s. 26 • Documented individual accommodation plans s. 28 • Return to work process s. 29

- Performance management, career development, and redeployment s. 30-32

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](#).

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

January 1, 2017

Design of Public Spaces

- Recreational trails and beach access routes s. 80.6-80.15
- Outdoor public use eating areas s. 80.16-80.17
- Outdoor play spaces s. 80.18-80.20
- Exterior paths of travel s. 80.21-80.31
- Accessible parking s. 80.32-80.39
- Obtaining services s. 80.40-80.43
- Maintenance planning s. 80.44

January 1, 2020

Information and Communications

- Producers of educational or training material – supplementary print materials s. 17
- Libraries of educational and training institutions – multi-media/digital resources s. 18

January 1, 2021

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

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