

**Integrated Accessibility Standards Regulations
Compliance Timelines for Small Designated Public Sector Organizations
(with 1–49 employees)**

January 1, 2010
<p>Customer Service</p> <ul style="list-style-type: none"> • All requirements
January 1, 2012
<p>Information and Communications</p> <ul style="list-style-type: none"> • Emergency procedures, plans or public safety information s. 13 <p>Employment Standard</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"> • Public libraries s. 19
January 1, 2014
<p>General Requirements</p> <ul style="list-style-type: none"> • Accessibility policies s. 3 • Accessibility plans s. 4 • Procuring or acquiring goods, services or facilities s. 5 • 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 • Educational and training institutions: <ul style="list-style-type: none"> - Educational and training resources and materials s. 15 - Training to educators s.16 - Libraries of educational and training institutions – print-based resources s.18 • Producers of educational or training material - textbooks s. 17 <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

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

January 1, 2016

Information and Communications

- Accessible formats and communication supports s. 12

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

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

- 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

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

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

Note: Designated public sector organizations may have additional requirements under the Transportation Standard. Please also refer to the timelines chart for the Transportation Standard.