

AODA Accessibility Compliance Checklist

Use this checklist to assess your organization's compliance across all key standards.

A Website & Digital Accessibility (WCAG 2.0 Level AA)	
<input type="checkbox"/>	Website pages can be navigated entirely by keyboard (no mouse required)
<input type="checkbox"/>	All meaningful images have descriptive alt text; decorative images have empty alt text (alt="")
<input type="checkbox"/>	All pre-recorded videos have accurate captions
<input type="checkbox"/>	All live video has captions (if applicable)
<input type="checkbox"/>	Body text meets minimum colour contrast ratio of 4.5:1 against its background
<input type="checkbox"/>	Large text (18pt+ or 14pt+ bold) meets minimum contrast ratio of 3:1
<input type="checkbox"/>	Non-text content (icons, buttons) that conveys meaning meets 3:1 contrast ratio
<input type="checkbox"/>	Colour is not the only visual means of conveying information
<input type="checkbox"/>	All page headings follow a logical hierarchy (H1 → H2 → H3) without skipping levels
<input type="checkbox"/>	Every page has a unique, descriptive element
<input type="checkbox"/>	The page language is declared in the HTML (lang attribute)
<input type="checkbox"/>	All form fields have visible, descriptive labels
<input type="checkbox"/>	Form error messages clearly identify the field with the error and how to fix it
<input type="checkbox"/>	Link text is descriptive — no "Click here" or "Read more" links without context
<input type="checkbox"/>	Skip navigation link is present, allowing keyboard users to bypass repeated header content
<input type="checkbox"/>	No content flashes more than three times per second
<input type="checkbox"/>	Moving, blinking, or scrolling content can be paused, stopped, or hidden
<input type="checkbox"/>	Auto-playing audio can be stopped or muted
<input type="checkbox"/>	PDFs published on the website are tagged for accessibility or available in an alternative format
<input type="checkbox"/>	Word documents and presentations published online are accessible or available in alternative formats
<input type="checkbox"/>	Website includes an accessibility statement explaining compliance status and how to request accommodations

B Policies & Documentation	
<input type="checkbox"/>	Organization has a written accessibility policy

<input type="checkbox"/>	Accessibility policy is publicly available (on website or provided on request) — required for 50+ employees
<input type="checkbox"/>	Accessibility policy has been reviewed and updated within the last 12 months
<input type="checkbox"/>	Organization has a multi-year accessibility plan — required for 50+ employees
<input type="checkbox"/>	Multi-year accessibility plan is posted publicly — required for 50+ employees
<input type="checkbox"/>	Multi-year accessibility plan has been reviewed and updated within the last year
<input type="checkbox"/>	Organization has filed its most recent AODA compliance report with the Ontario government — required for 20+ employees every 3 years
<input type="checkbox"/>	Organization has a written process for receiving and responding to accessibility feedback from customers
<input type="checkbox"/>	Organization has a written procedure for notifying customers when an accessible service or facility is temporarily disrupted
<input type="checkbox"/>	Accessible formats and communication supports are available on request at no extra cost
<input type="checkbox"/>	Emergency procedures are available in accessible formats for employees with disabilities — required for 50+ employees

C Staff Training

<input type="checkbox"/>	All current full-time employees have completed Customer Service Standard training
<input type="checkbox"/>	All current part-time, seasonal, and casual employees have completed Customer Service Standard training
<input type="checkbox"/>	All volunteers have completed Customer Service Standard training (if they interact with the public or develop policies)
<input type="checkbox"/>	All third-party contractors who serve customers on the organization's behalf have completed Customer Service Standard training
<input type="checkbox"/>	All employees have completed IASR training, including content on the Ontario Human Rights Code
<input type="checkbox"/>	Managers and HR staff have completed Employment Standard training (IAPs, accessible recruitment, return-to-work)
<input type="checkbox"/>	Digital and content staff have been trained on WCAG 2.0 Level AA requirements
<input type="checkbox"/>	AODA training is part of the onboarding process for new hires
<input type="checkbox"/>	Training has been updated and re-delivered whenever accessibility policies changed
<input type="checkbox"/>	Training records exist for all current employees showing what was completed and when — required for 50+ employees
<input type="checkbox"/>	Training content has been reviewed within the last 12 months

D Employment Practices

- All job postings include a statement that accommodation is available for applicants with disabilities
- When inviting candidates to interviews, applicants are notified that accommodation is available on request
- When accommodation is requested by a candidate, it is provided in a format that meets their needs
- Successful applicants are informed of the organization's accommodation policies in the job offer
- New employees are informed of accommodation support policies as part of onboarding
- Employment information (offer letters, training materials, performance reviews) is available in accessible formats on request
- Organization has a documented Individual Accommodation Plan (IAP) process — required for 50+ employees
- IAPs are reviewed regularly and updated when the employee's circumstances change
- Organization has a documented return-to-work process for employees returning from disability-related absence — required for 50+ employees
- Performance management and career development processes account for the accessibility needs of employees with disabilities

E Customer Service Practices

- Staff know how to interact respectfully with customers who have various types of disability
- Staff know how to assist customers who use assistive devices (wheelchairs, white canes, hearing aids)
- Staff know the organization's policy on service animals and support persons
- Staff know how to provide or arrange accessible formats of information when requested by a customer
- Staff know what to do when a customer with a disability is having difficulty accessing goods or services
- The organization has a process for customers to provide feedback about accessibility and receives that feedback
- Customers know how to provide accessibility feedback (information is publicly posted)
- When a service disruption affects accessibility (e.g. ramp under repair), affected customers are notified with alternatives