

AODA Compliance Checklist

Accessibility for Ontarians with Disabilities Act — Self-Assessment Document

A. Staff Training

Applies to: all organizations with 1+ employee

- ☐ All full-time employees have completed Customer Service Standard training
- ☐ All part-time, seasonal, and casual employees have completed Customer Service Standard training
- ☐ All volunteers who interact with the public or help develop policies have completed Customer Service Standard training
- ☐ All third-party contractors who deliver services to customers on the organization's behalf have completed training
- ☐ All employees have completed IASR training, including Ontario Human Rights Code content
- ☐ Managers and supervisors have completed Employment Standard training (IAPs, accessible recruitment, return-to-work)
- ☐ Digital and content staff have been trained on Information & Communications Standard requirements (WCAG 2.0 Level AA)
- ☐ AODA training is part of the onboarding process for every new hire
- ☐ Training has been updated and re-delivered whenever accessibility policies changed
- ☐ Training covers the organization's specific accessibility policies — not just generic AODA content
- ☐ Training records exist for all current employees (required for 50+ employees; best practice for all)

B. Policies & Documentation

Items marked * required for 50+ employees only

- ☐ Organization has a written accessibility policy *
- ☐ Accessibility policy is publicly available (on website or on request) *
- ☐ Accessibility policy has been reviewed and updated within the last 12 months *
- ☐ Multi-year accessibility plan has been created and is publicly posted *
- ☐ Multi-year accessibility plan has been reviewed and updated within the last year *
- ☐ Organization has a written process for receiving and responding to accessibility feedback from customers
- ☐ Organization has a written procedure for notifying customers when accessible services are temporarily disrupted
- ☐ Accessible formats and communication supports are available on request at no extra cost
- ☐ Emergency procedure information is available in accessible formats for employees with disabilities

- ☐ Individualized workplace emergency response information is prepared for employees with disabilities who need it *

C. Customer Service Practices

Applies to: all organizations with 1+ employee

- ☐ Staff know how to interact respectfully with customers who have various types of disability
- ☐ Staff know the four principles of accessible customer service: dignity, independence, integration, equal opportunity
- ☐ Staff know how to assist customers using wheelchairs, white canes, hearing aids, and other assistive devices
- ☐ Staff know the organization's policy on service animals — customers cannot be denied service because of a guide dog or service animal
- ☐ Staff know the organization's policy on support persons — customers cannot be denied access to a support person
- ☐ Staff know what to do when a customer with a disability is having difficulty accessing goods or services
- ☐ Staff know how to provide or arrange accessible formats of information when a customer requests them
- ☐ Customers know how to provide accessibility feedback — information is publicly available
- ☐ When a service or accessible facility is temporarily disrupted, affected customers are notified with alternatives

D. Compliance Reporting

Applies to: organizations with 20+ employees

- ☐ Organization has filed its most recent AODA compliance report with the Ontario government
- ☐ The compliance report was filed on time (every 3 years; check ontario.ca/aoda for your last filing and next due date)
- ☐ The compliance report accurately reflects the organization's actual compliance status at the time of filing
- ☐ The organization is prepared to demonstrate compliance if audited following its compliance report filing
- ☐ Directors and officers are aware of their personal liability under AODA for compliance report accuracy

E. Employment Practices

Items marked * required for 50+ employees only

- ☐ 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 a candidate requests accommodation for a selection process, it is provided in a format that meets their needs
- ☐ Successful candidates are notified 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 *
- ☐ IAPs are reviewed regularly and updated when an employee's circumstances change *
- ☐ Organization has a documented return-to-work process for employees returning after a disability-related absence *
- ☐ Performance management and career development processes account for accessibility needs of employees with disabilities

F. Website & Digital Accessibility

Scope varies by size — see notes in section

- ☐ Website pages can be navigated entirely by keyboard alone (no mouse required)
- ☐ All meaningful images have descriptive alt text; decorative images use empty alt text (alt="")
- ☐ All pre-recorded videos have accurate, reviewed captions
- ☐ Body text meets minimum colour contrast ratio of 4.5:1 against its background
- ☐ Large text (18pt+ or 14pt+ bold) meets minimum contrast ratio of 3:1
- ☐ All page headings follow a logical hierarchy (H1 → H2 → H3) without skipping levels
- ☐ Every page has a unique, descriptive page title
- ☐ All form fields have visible, descriptive labels
- ☐ Form error messages identify the field with the error and explain how to fix it
- ☐ Link text is descriptive — no "Click here" or "Read more" links without context
- ☐ A skip navigation link is present on every page
- ☐ PDFs and documents published online are tagged for accessibility or offered as accessible alternatives
- ☐ Website includes an accessibility statement noting compliance status and how to request accessible formats