

Accessibility for Ontarians with Disabilities Act 2005 (AODA) A GUIDE FOR TOURISM OPERATORS IN Southwestern Ontario

PURPOSE OF THE ACT

The primary goal of the Accessibility for Ontarians with Disabilities Act 2005 (AODA) is to ensure an accessible Ontario by eliminating all barriers for those with **disabilities**, on or before January 1, 2025. It applies to all businesses and organization who provide goods or services to the public or to other businesses or organizations in Ontario.

The AODA definition of “**disability**” is the same as the Ontario Human Rights Code (ohrc.on.ca)

- Includes visible and non-visible disabilities, including:
 - Broad range of physical disabilities
 - Vision loss, blindness, hearing loss, deafness, brain injury, speech impairments, diabetes, epilepsy
 - Developmental disabilities
 - Learning disabilities
 - Mental health disabilities
 - Injury or disability (where benefits are claimed or received under Workplace Safety and Insurance Act)
- Covers short-term, long-term, and permanent disabilities

It is your duty to accommodate, regardless of the individual’s specific needs.

THE APPLICABLE LEGISLATION

Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 (IASR)
<https://www.ontario.ca/laws/regulation/110191>

Accessibility for Ontarians with Disabilities Act, 2005 (AODA).
<https://www.ontario.ca/laws/statute/05a11>

HOW DOES THE AODA APPLY TO YOU?

All Businesses/Public Service Organizations regardless of their size, are required to meet the defined Accessibility Standards in the following areas;

1. [Customer service](#)
2. [General requirements](#)
3. [Information and communications](#)
4. [Employment](#)
5. [Transportation](#)
6. [Design of public spaces](#)

The dates to identify compliance with these standards, will vary dependent upon the type of organization and the number of employees.

HOW DO YOU FIT? What type and size of organization are you classified as?

Types of organizations include;

- | | |
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| - businesses or non-profits * | - producers of educational material (e.g., textbooks) |
| - public sector organizations * | - library boards. |
| - Municipalities | - educational institutions (e.g., boards, colleges, universities, and schools) |

Size; is defined by the number of employees within the business type.

***Links have been included for these classifications of Tourism Operators.**

PUBLIC SECTOR ORGANIZATIONS

Counting your employees, Public Sector Organizations.

<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-0>

Compliance Dates simplified:

Compliance deadlines for organizations with **1 to 49 employees;**

<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-1>

Compliance deadlines for organizations with **50+ employees;**

<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-2>

BUSINESSES AND NON-PROFITS

Counting your employees, Businesses, and Non-profits.

<https://www.ontario.ca/page/accessibility-rules-businesses-and-non-profits#section-0>

Compliance Dates simplified:

Compliance deadlines for organizations with **1 to 19 employees;**

<https://www.ontario.ca/page/accessibility-rules-businesses-and-non-profits#section-1>

Compliance deadlines for organizations with **20 to 49 employees;**

<https://www.ontario.ca/page/accessibility-rules-businesses-and-non-profits#section-2>

Compliance deadlines for organizations with **50 + employees;**

<https://www.ontario.ca/page/accessibility-rules-businesses-and-non-profits#section-3>

TRAINING MODULES FOR YOU AND YOUR STAFF



“Free” Training modules provided through ACCESSFORWARD:

Developed by Learnography (formerly known as Curriculum Services Canada) with support from the Government of Ontario.

This training resource is not legal advice and should you require assistance in interpreting the legislation or the regulation, please contact your legal adviser. [See Legal Disclaimer on the Access-Forward site.](#)

[General information](#)

[Information and Communication Standards](#)

[Employment Standards](#)

[Transportation Standards](#)

[Customer Service Standards.](#)

[Designing Public Spaces Standards](#)

WEBSITE COMPLIANCE INFORMATION FOR ORGANIZATIONS GREATER THAN 50 EMPLOYEES

A customizable quick reference to Web Content Accessibility Guidelines (WCAG) 2.0 Level A, requirements (success criteria) and techniques.

<https://www.w3.org/WAI/WCAG20/quickref/>

COMPLETING/SUBMITTING YOUR COMPLIANCE REPORT

The compliance report confirms that you have met your current accessibility requirements under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

<https://www.ontario.ca/page/completing-your-accessibility-compliance-report>