

AODA Prescribed Timelines

50+ employees

By January 1, 2010, you need to:

- [Provide accessible customer service](#)
 - train your staff and volunteers to serve customers of all abilities
 - keep a written record of training
 - welcome service animals and support persons
 - create accessible ways for people to provide feedback
 - put an accessibility policy in place so your employees, volunteers and customers can know what to expect

By December 31, 2010, you need to:

- [File an Accessibility Compliance Report](#)

By July 1, 2011, you need to:

- [Provide accessible taxi services](#)

Make sure drivers do not charge people with disabilities extra for a trip or for storing mobility aids in their cabs.

By January 1, 2012, you need to:

- [Provide accessible emergency and public safety information](#)

When asked, provide publicly available emergency information like evacuation plans or brochures, in an accessible format.

- [Provide accessible emergency information to staff](#)

When necessary, provide accessible and customized emergency information. You should provide this information as soon as an employee asks for it or when you become aware an employee may need accommodation in an emergency.

- [Provide taxi registration and identification in accessible formats](#)

If you licence taxicabs, make sure drivers provide their vehicle registration and identification information in accessible formats for passengers with disabilities.

By January 1, 2013, you need to:

APPENDIX 2

- [Create accessibility policies and a multi-year plan](#)
 - create policies and a multi-year accessibility plan to help you achieve your accessibility goals
 - tell your employees and customers about your policies
 - post the multi-year plan on your website in an accessible format
- [Buy goods, services or facilities that are accessible to people with disabilities](#)
 - where possible, incorporate accessibility design, criteria and features when purchasing new goods, services or facilities for your organization
 - when it is not possible, explain why
- [Include accessibility features when purchasing or designing self-service kiosks](#)

This includes interactive electronic terminals that people use to pay parking fees, validate tickets, buy groceries and renew licences.

- [Provide accessible transportation services](#)

Consult with municipal accessibility advisory committees on bus stops and shelters and the need for on-demand accessible taxicabs.

By December 31, 2013, you need to:

- [File an Accessibility Compliance Report](#)

By January 1, 2014, you need to:

- [Train your staff on Ontario's accessibility laws](#)

Train all your employees and volunteers on the accessibility requirements that apply to their job duties and your organization.

- [Make it easy for people with disabilities to provide feedback](#)

This includes surveys or comment cards.

- [Make websites accessible](#)

This includes only new websites and old websites you significantly update and new web content you create.

- [Make your employment practices accessible](#)

- make how you hire, retain and provide career development opportunities accessible
- document processes for developing individual accommodation plan and return-to-work plans

By January 1, 2015, you need to:

APPENDIX 2

- [Make your public information accessible when asked](#)

Work with the person who is asking to figure out how to meet their needs as soon as possible.

By December 31, 2015, you need to:

- [File an Accessibility Compliance Report](#)

By January 1, 2016, you need to:

- [Make new or redeveloped public spaces accessible](#)
 - recreational trails and beach access routes
 - outdoor public use eating areas
 - outdoor play spaces
 - public outdoor paths of travel
 - on and off street parking areas
 - service counters
 - fixed waiting lines
 - waiting areas with fixed seating

By December 31, 2017, you need to:

- [File an Accessibility Compliance Report](#)

By December 31, 2019, you need to:

- [File an Accessibility Compliance Report](#)

By January 1, 2021, you need to:

- [Make all websites and web content accessible](#)

By December 31, 2021, you need to:

- [File an Accessibility Compliance Report](#)

By December 31, 2023, you need to:

- [File an Accessibility Compliance Report](#)

By January 1, 2025, you need to:

- [File an Accessibility Compliance Report](#)