



Integrated Accessibility Standards

Intent

This template was designed to outline the requirements and deadlines indicated under the *Accessibility Standard for Customer Service, Ontario Regulation 429/07*. Ontario businesses with 1 or more employee must comply.

- Small Organizations are considered organizations with less than 50 employees
- Large Organizations are considered organizations with 50 or more employees

Accessibility Requirement	Public Organizations		Private Organizations	
	Small	Large	Small	Large
Information and Communication Standards				
Establishment of Accessibility Policies	Jan 2014	Jan 2013	Jan 2015	Jan 2014
Accessibility Plans <ul style="list-style-type: none"> • Establish, implement, maintain and document a multi-year accessibility plan 	Jan 2014	Jan 2013	n/a	Jan 2014
Training <ul style="list-style-type: none"> • All employees and volunteers • All persons who participate in developing the organization's policies • All other persons who provide goods, services or facilities on behalf of the organization 	Jan 2015	Jan 2014	Jan 2016	Jan 2015
Feedback Process	Jan 2015	Jan 2014	Jan 2016	Jan 2015
Accessible Formats and Communication Support	Jan 2016	Jan 2015	Jan 2017	Jan 2016

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Accessible Websites and Web Content - *New Sites*	Jan 2014	Jan 2014	n/a	Jan 2014
All Websites and Web Content	Jan 2021	Jan 2021	n/a	Jan 2021
Educational and Training Resources or Materials	Jan 2015	Jan 2013	Jan 2015	Jan 2013
Training to Educators	Jan 2015	Jan 2013	Jan 2015	Jan 2013
Accessible Print-based Training Resources/Materials	Jan 2015	Jan 2015	Jan 2015	Jan 2015
Accessible Digital or Multimedia Resources/Materials	Jan 2020	Jan 2020	Jan 2020	Jan 2020
Employment Standards				
Recruitment: <ul style="list-style-type: none"> Notification about available policies and accommodation for applicants with disabilities Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability 	Jan 2015	Jan 2014	Jan 2017	Jan 2016
Informing Employees of Supports	Jan 2015	Jan 2014	Jan 2017	Jan 2016
Accessible Formats and Communication Supports for Employees: <ul style="list-style-type: none"> Information to perform their job Information that is generally available to employees in the workplace 	Jan 2015	Jan 2014	Jan 2017	Jan 2016
Workplace Emergency Response Information	Jan 2012	Jan 2012	Jan 2012	Jan 2012
Documented Individual Accommodation Plans	Jan 2015	Jan 2014	Jan 2017	Jan 2016
Return to Work Process	Jan 2015	Jan 2014	Jan 2017	Jan 2016
Performance Management	Jan 2015	Jan 2014	Jan 2017	Jan 2016
Career Development and Advancement	Jan 2015	Jan 2014	Jan 2017	Jan 2016
Redeployment	Jan 2015	Jan 2014	Jan 2017	Jan 2016

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Transportation Standards*				
Availability of Information on Accessibility Equipment	Jan 2012	Jan 2012	Jan 2012	Jan 2012
Non-Functioning Accessibility Equipment	July 1 2011	July 1 2011	July 1 2011	July 1 2011
Accessibility Training <ul style="list-style-type: none"> • Safe use of accessibility equipment and features • Acceptable modifications to procedures • Emergency preparedness and response 	Jan 2014	Jan 2014	Jan 2014	Jan 2014
Emergency Preparedness and Response Policies	Jan 2012	Jan 2012	Jan 2012	Jan 2012
Fares for Support Persons	Jan 2014	Jan 2014	Jan 2014	Jan 2014
Accessibility Plans	Jan 2013	Jan 2013	Jan 2013	Jan 2013
General Responsibilities <ul style="list-style-type: none"> • Deploy lifting devices, ramps and portable bridges • Ensure adequate time • Assist with safe and careful storage of mobility aids • Allow a person with a disability to travel with a medical aid 	Jan 2012	Jan 2012	Jan 2012	Jan 2012
Alternative Accessible Transportation	Jan 2013	Jan 2013	Jan 2013	Jan 2013
Fares	Jan 2013	Jan 2013	Jan 2013	Jan 2013
Transit Stops	Jan 2012	Jan 2012	Jan 2012	Jan 2012
Storage of Mobility Aids in Subways	July 1 2011	July 1 2011	July 1 2011	July 1 2011
Storage of Mobility Aids in Conventional Transportation	Jan 2012	Jan 2012	Jan 2012	Jan 2012
Courtesy Seating	Jan 2012	Jan 2012	Jan 2012	Jan 2012
Service Disruptions	Jan 2013	Jan 2013	Jan 2013	Jan 2013

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Pre-boarding Announcements – Verbal	July 1 2011	July 1 2011	July 1 2011	July 1 2011
Pre-boarding Announcements – Electronic	Jan 2017	Jan 2017	Jan 2017	Jan 2017
On-board Announcements – Verbal	July 1 2011	July 1 2011	July 1 2011	July 1 2011
On-board Announcements – Electronic	Jan 2017	Jan 2017	Jan 2017	Jan 2017
Technical Requirements: <ul style="list-style-type: none"> • Grab bars • Floors and carpeted surfaces • Allocated mobility aid spaces • Atop requests and emergency response controls • Lighting features • Signage • Lifting devices • Steps • Indicators and alarms 	Vehicles purchased after Jan 1 2013	Vehicles purchased after Jan 1 2013	Vehicles purchased after Jan 1 2013	Vehicles purchased after Jan 1 2013
Accessibility, Rail Cars: <ul style="list-style-type: none"> • At least one rail car per train is accessible • At least on washroom is fully accessible 	July 1, 2011	July 1, 2011	July 1, 2011	July 1, 2011
<i>Specialized Transportation Service Providers</i>				
Categories of Eligibility <ul style="list-style-type: none"> • Unconditional eligibility: a person with a disability that prevents them from using conventional transportation • Temporary eligibility: a person with a temporary disability that presents them from using conventional transportation • Conditional eligibility: a person with a disability where environmental or physical barriers limit their ability to consistently use conventional 	Jan 2017	Jan 2017	Jan 2017	Jan 2017

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transportation				
Eligibility Application Process	Jan 2014	Jan 2014	Jan 2014	Jan 2014
Emergency or Compassionate Grounds	Jan 2014	Jan 2014	Jan 2014	Jan 2014
Fare Parity – when conventional and specialized transportation services are provided by separate transportation providers in the same jurisdiction	Jan 2017	Jan 2017	Jan 2017	Jan 2017
Fare Parity – when conventional and specialized transportation services are provided by the same service provider	Jan 2013	Jan 2013	Jan 2013	Jan 2013
Visitors	Jan 2013	Jan 2013	Jan 2013	Jan 2013
Origin to Destination Services	July 1, 2011	July 1, 2011	July 1, 2011	July 1, 2011
Coordinated Services	Jan 2013	Jan 2013	Jan 2013	Jan 2013
Hours of Service	Jan 2013	Jan 2013	Jan 2013	Jan 2013
Booking	Jan 2014	Jan 2014	Jan 2014	Jan 2014
Trip Restrictions	Jan 2014	Jan 2014	Jan 2014	Jan 2014
Service Delays	Jan 2013	Jan 2013	Jan 2013	Jan 2013
Companions and Children	Jan 2012	Jan 2012	Jan 2012	Jan 2012
<i>Other Transportation Services</i>				
School Transportation:				
<ul style="list-style-type: none"> ensure integrated accessible school transportation services; appropriate alternative accessible transportation services are provided for students with disabilities when integrated accessible services are not possible 	July 1, 2011	July 1, 2011	July 1, 2011	July 1, 2011
<ul style="list-style-type: none"> identify students with disabilities before the start of each school year or during the year based on the needs of the student with a disability; develop transportation plans for each student with a 	Jan 2014	Jan 2014	Jan 2014	Jan 2014

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disability; identify and communicate to appropriate parties the roles and responsibilities for the transportation provider				
Public Sector Organizations	July 1, 2011	July 1, 2011	July 1, 2011	July 1, 2011
Ferries	July 1, 2011	July 1, 2011	July 1, 2011	July 1, 2011
Duties of Municipalities and Taxicabs				
General duties of Municipalities	Jan 2013	Jan 2013	Jan 2013	Jan 2013
Duties of Municipalities – Accessible Taxicabs	Jan 2013	Jan 2013	Jan 2013	Jan 2013
Duties of Municipalities – Taxicabs				
(1) Licensed taxicabs are prohibited from charging higher fares for an additional fee for person with disabilities or charging storage fees for mobility aids and/or devices	July 1, 2011	July 1, 2011	July 1, 2011	July 1, 2011
(2) Vehicle registration and identification information on the rear bumper	Jan 2012	Jan 2012	Jan 2012	Jan 2012
(3) Vehicle registration and identification are available in an accessible format to persons with disabilities who are passengers	Jan 2012	Jan 2012	Jan 2012	Jan 2012

*Transportation Standards refer to: bus, commuter rail, inter-city rail, light rail, subways, streetcars, taxicabs, ferries, transit buses and organizations that provide transportation services such as hospitals, public school boards, colleges and universities.

Conventional Transportation Services: are considered public passenger transportation services (such as transit buses, motor coaches or rail-based transportation) that operate solely within in the province of Ontario.

Specialized Transportation Services: are considered specialized transportation services that are available to the public and that operate solely within the province of Ontario.

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