



Accessibility for Ontarians with Disabilities Act -
**ENSURING COMPLIANCE
AS AN EMPLOYER - CHECKLIST**

APRIL 2023

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ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

This resource references *Accessibility for Ontarians with Disabilities Act*. This Ontario based legislation outlines accessibility standards that came into effect in 2005. They are comprehensive and employers who follow them will likely be compliant with similar legislation from other provinces however consult your own provincial standards to confirm your legislative requirements. Employers not governed by the *Accessibility for Ontarians with Disabilities Act* or other legislation, who choose to adopt the principles of this legislation will lead the market in their employment practices for persons with disabilities.



INTRODUCTION

The *Accessibility for Ontarians with Disabilities Act* applies to all employers in Ontario, however, the requirements can vary depending on the businesses type and size. As a private sector employer in Ontario, trucking and logistic organizations can use this checklist as a guideline for compliance. Employers must understand and fulfill their obligations within each of the 5 standards including: Customer Service, Employment, Information and Communication, Design of Public Spaces and Transportation. The Transportation standard does not apply to the trucking and logistics sector and applies only to organizations and agencies providing transportation services such as public transit, taxicabs and school boards, hospitals and universities.

Note: The intent of this tool is to assist with act compliance as it relates to your workplace and the accessibility standards that apply to employees and potential employees of your organization. This checklist does not include the Customer Service Standard which focuses on removing barriers for people with disabilities so they can access goods, services, and facilities that your business provides. For more information regarding requirements for this standard, please refer to *Accessibility for Ontarians with Disabilities Act*:

- Customer Service Standard (<https://www.aoda.ca/customer-care-standard/>)
- Customer Service Guide (<https://aoda.ca/customer-care-guide/>)

COUNTING EMPLOYEES

As you refer to the checklists below, here is how you count your employees.

DO include in your employee count:

- ✓ Full-time employees
- ✓ Part-time employees
- ✓ Seasonal employees
- ✓ Contract workers

DO NOT include in your employee count:

- ✗ Employees outside Ontario
- ✗ Volunteers
- ✗ Independent contractors

Note: Your organization is still responsible for delivering *Accessibility for Ontarians with Disabilities Act* training to contractors that provide services on your behalf.



GENERAL REQUIREMENTS

| Requirement | Employee Count 1-19 | Employee Count 20-49 | Employee Count 50+ |
|---|---|---|--|
| CREATE POLICIES TO ACHIEVE ACCESSIBILITY GOALS | <p>Required to:</p> <ul style="list-style-type: none"> create accessibility policies but not required to document them (although it is recommended) | <p>Required to:</p> <ul style="list-style-type: none"> create accessibility policies but not required to document them (although it is recommended) | <p>Required to:</p> <ul style="list-style-type: none"> create policies and document them tell employees, customers and notify the public about the policies provide policies in an accessible format when requested. <p><i>Accessible formats could include but not be limited to: HTML, Microsoft Word, braille, audio formats, large print and text transcript of visual and audio information.</i></p> |
| TRAIN STAFF AND VOLUNTEERS | <p>Required to train all employees on:</p> <ul style="list-style-type: none"> the Ontario Human Rights Code accessible customer service practices any accessibility requirements that apply to individual job duties and your organization | <p>Required to train all employees on:</p> <ul style="list-style-type: none"> the Ontario Human Rights Code accessible customer service practices any accessibility requirements that apply to individual job duties and your organization | <p>Required to train all employees on:</p> <ul style="list-style-type: none"> the Ontario Human Rights Code accessible customer service practices any accessibility requirements that apply to their job duties and your organization keep records of this training including how many people were trained and the date the training was provided |
| CREATE MULTI-YEAR ACCESSIBILITY PLAN | Not required | Not required | <p>Required to:</p> <ul style="list-style-type: none"> create and document a multi- year accessibility plan post the plan on the company website provide the plan in an accessible format when requested review the plan and update every 5 years <p>For more information about building an accessibility plan visit:</p> <p>https://www.ontario.ca/page/how-create-accessibility-plan-and-policy</p> |



EMPLOYMENT

| Requirement | Employee Count 1-19 | Employee Count 20-49 | Employee Count 50+ |
|--|--|--|---|
| ACCOMMODATE EMPLOYEES WITH DISABILITIES THROUGHOUT THE ENTIRE RECRUITMENT, SELECTION AND EMPLOYMENT LIFECYCLE | <p>Required to:</p> <ul style="list-style-type: none"> • make recruitment processes accessible • inform employees regarding the availability of supports • offer accessible formats and communication support for employees • provide individual accessible workplace emergency response information • consider the needs of employees with disabilities if you have performance management, career development and re-deployment processes | <p>Required to:</p> <ul style="list-style-type: none"> • make recruitment processes accessible • inform employees regarding the availability of supports • offer accessible formats and communication support for employees • provide individual accessible workplace emergency response information • consider the needs of employees with disabilities if you have performance management, career development and re-deployment processes | <p>Required to:</p> <ul style="list-style-type: none"> • make recruitment processes accessible • inform employees regarding the availability of supports • offer accessible formats and communication support for employees • provide individual accessible workplace emergency response information • consider the needs of employees with disabilities if you have performance management, career development and re-deployment processes • document individual accommodation plans (IAP) • create a return-to-work process and plan |

The *Accessibility for Ontarians with Disabilities Act* describes in greater detail how your company can design an accessible recruitment processes: <https://www.aoda.ca/how-to-make-the-hiring-process-accessible/>

INFORMATION AND COMMUNICATION

| Requirement | Employee Count 1-19 | Employee Count 20-49 | Employee Count 50+ |
|---------------------------------------|--|--|--|
| Provide accessible information | Applies to: <ul style="list-style-type: none"> • emergency and public safety information • feedback processes for employees and the public • information provided to employees • other public information provided in print, on websites or handheld devices | Applies to: <ul style="list-style-type: none"> • emergency and public safety information • feedback processes for employees and the public • information provided to employees • other public information provided in print, on websites or handheld devices | Applies to: <ul style="list-style-type: none"> • emergency and public safety information • feedback processes for employees and the public • information provided to employees • other public information provided in print, on websites or handheld devices |
| | Required to: <ul style="list-style-type: none"> • inform the public and employees that written information and other forms of communication will be made accessible upon request. This can be accomplished through <ul style="list-style-type: none"> - note on your website - sign on business window - posting on a bulletin board | Required to: <ul style="list-style-type: none"> • inform the public and employees that written information and other forms of communication will be made accessible upon request. This can be accomplished through <ul style="list-style-type: none"> - note on your website - sign on business window - posting on a bulletin board | Required to: <ul style="list-style-type: none"> • inform the public and employees that written information and other forms of communication will be made accessible upon request. This can be accomplished through <ul style="list-style-type: none"> - note on your website - sign on business window - posting on a bulletin board |
| | Required to: <ul style="list-style-type: none"> • provide accessible information or communications supports when requested • when a person with a disability makes a request, work with them to figure out how to meet their needs • accessible formats don't need to be on hand but it does need to be provided in a timely manner | Required to: <ul style="list-style-type: none"> • provide accessible information or communications supports when requested • when a person with a disability makes a request, work with them to figure out how to meet their needs • accessible formats don't need to be on hand but it does need to be provided in a timely manner | Required to: <ul style="list-style-type: none"> • provide accessible information or communications supports when requested • when a person with a disability makes a request, work with them to figure out how to meet their needs • accessible formats don't need to be on hand but it does need to be provided in a timely manner |
| | Not Required | Not Required | Required to: <ul style="list-style-type: none"> • make all public websites accessible (conform to the web content accessibility guidelines (wcag) 2.0, at level AA except where this is impracticable) • where it is impracticable, the company will provide an explanation upon request • the organization that controls the website must meet the accessibility requirements |

Note: Organizations cannot charge more for providing accessible formats than they do for other formats.

PUBLIC SPACES

| Requirement | Employee Count 1-19 | Employee Count 20-49 | Employee Count 50+ |
|--|---|---|---|
| CREATE ACCESSIBLE PUBLIC SPACES ON YOUR BUSINESS PROPERTY | <p>Required to:</p> <ul style="list-style-type: none"> establish a baseline level of accessibility for your public spaces including: <ul style="list-style-type: none"> - parking lots and sidewalks - service counters - fixed waiting lines - waiting areas with fixed seating - public eating areas | <p>Required to:</p> <ul style="list-style-type: none"> establish a baseline level of accessibility for your public spaces including: <ul style="list-style-type: none"> - parking lots and sidewalks - service counters - fixed waiting lines - waiting areas with fixed seating - public eating areas | <p>Required to:</p> <ul style="list-style-type: none"> establish a baseline level of accessibility for your public spaces including: <ul style="list-style-type: none"> - parking lots and sidewalks - service counters - fixed waiting lines - waiting areas with fixed seating - public eating areas |

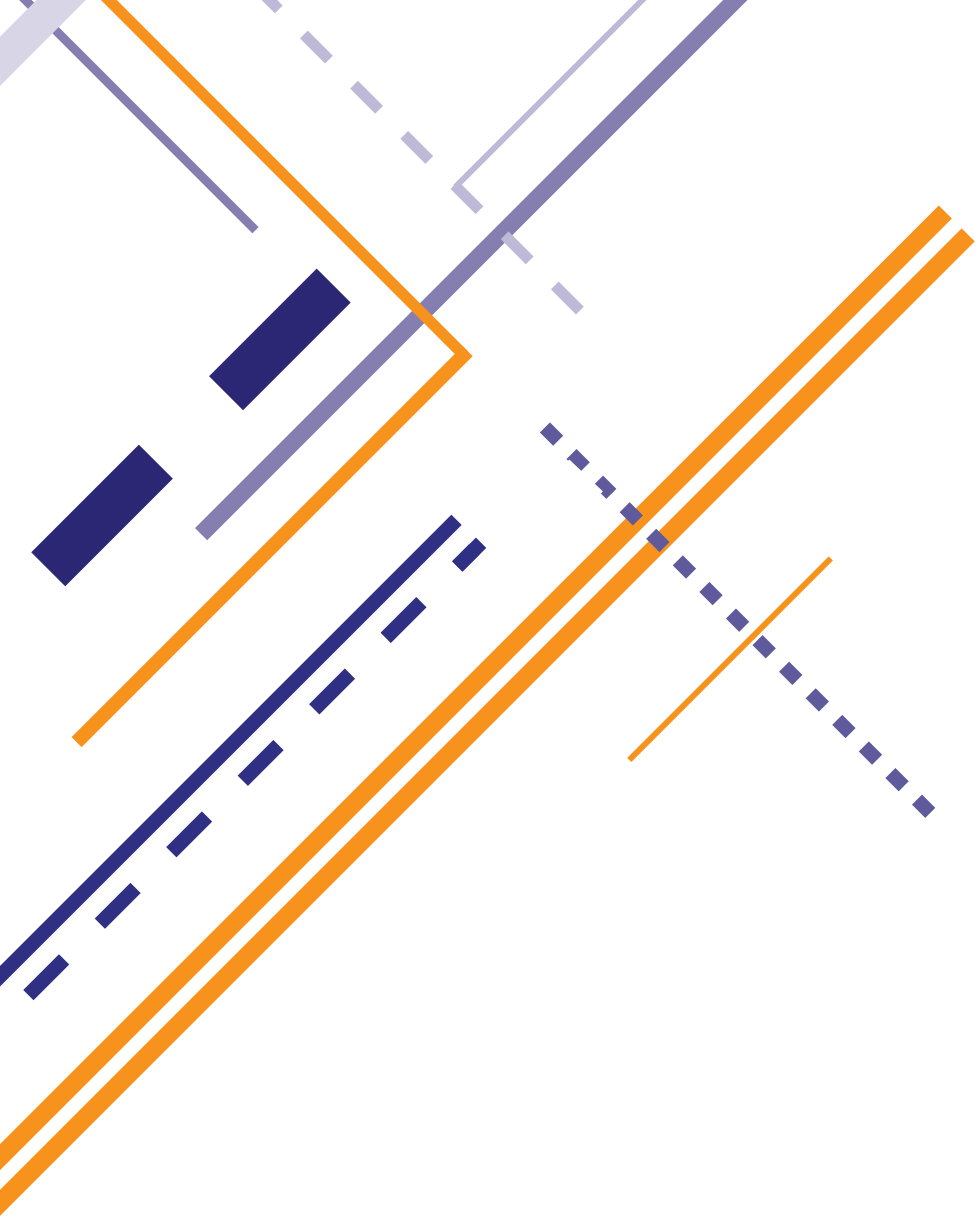
Note: This standard only applies to new construction and renovated existing public spaces.

ACCESSIBILITY COMPLIANCE REPORTING

| Requirement | Employee Count 1-19 | Employee Count 20-49 | Employee Count 50+ |
|--|---------------------|---|---|
| CREATE FILE AN AODA COMPLIANCE REPORT | Not required | <p>Required to:</p> <ul style="list-style-type: none"> file a report every 3 years | <p>Required to:</p> <ul style="list-style-type: none"> file a report every 3 years |

Note: The next reporting deadline is Dec. 31st, 2023.





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