

AODA 2026 Compliance Kit

SAMPLE Maple Ridge Home Services Inc.

100 Example Street, Suite 200, Kitchener, Ontario N2G 0A0

Business / Non-profit · 20–49 employees in Ontario

Prepared October 21, 2026 · Report deadline December 31, 2026

Prepared with The Trillium Company. This kit is a template package and guidance, not legal advice.

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Your AODA 2026 Compliance Kit: Start Here

Prepared for: SAMPLE Maple Ridge Home Services Inc., 100 Example Street, Suite 200, Kitchener, Ontario N2G 0A0

Attention: Jordan Sample, Operations Manager

Date: October 21, 2026

Your category: Business / Non-profit, **20–49 employees** (34 in Ontario)

Report deadline: December 31, 2026

Dear Jordan Sample,

Thank you for choosing The Trillium Company. Your AODA 2026 Compliance Kit is attached. It has been customized for SAMPLE Maple Ridge Home Services Inc. using the information you gave us.

The kit gives you three things:

1. **Ready-to-adopt policies and procedures** for the requirements of Ontario’s *Integrated Accessibility Standards Regulation* (O. Reg. 191/11) that apply to an organization of your size.
2. **Practical tools:** notice templates, logs, an individual accommodation plan form, a return-to-work plan form, an emergency response form, and a staff training handout with a sign-off sheet.
3. **A question-by-question guide** to your 2026 accessibility compliance report, with step-by-step instructions for filing in the Province’s online portal.

Each document is in Word format (.docx) so you can edit it. A combined PDF is also included where available.

What’s in the kit, and what is mandatory for you

Legend: ● Mandatory in writing · ① Mandatory requirement; writing it down is recommended · ○ Recommended best practice

#	Document	20–49 employees	50+ employees
01	Statement of Commitment & Accessibility Policy	① Policies required (s. 3(1))	● Written, with statement of commitment, publicly available (s. 3)
02	Accessible Customer Service Policy	① Required. This is what you report on (Part IV.2)	● Written; copy on request (s. 80.46–80.47)
03	Multi-Year Accessibility Plan 2026–2031	○ Recommended	● Required, posted on website, reviewed every 5 years (s. 4)
04	Accessible Formats, Communication Supports & Feedback	① Required (ss. 11–12, 80.50–80.51)	● Written feedback process (s. 80.50(5))
05	Employment Standard Procedures (incl. IAP & return-to-work)	① Recruitment, supports, formats, performance (ss. 22–26, 30–32); ○ IAP & RTW	● All, including written IAP process and documented RTW process (ss. 28–29)
06	Emergency Response Information procedure + form	① Required (ss. 13, 27)	① Required (ss. 13, 27)

#	Document	20–49 employees	50+ employees
07	Notice of Temporary Disruption procedure + templates	● Notice required (s. 80.48(1)–(2))	● Written steps document (s. 80.48(3))
08	Training Policy, Record Log & Training Summary	● Training required (ss. 7, 80.49); ○ records	● Training records + written training policy (ss. 7(5), 80.49(5)–(6))
09	2026 Compliance Report Answer Guide	1 question (Customer Service)	6 questions
10	This cover letter	–	–

Your column is “20–49 employees”. You must *comply* with the general, information and communications, employment and customer service requirements, but you *report* only on customer service. We recommend adopting the full kit: it costs you nothing extra, it protects you if you are audited, and it gets you ready if you grow past 49 employees.

Your 7-step action plan

Most organizations can finish these steps in one to two weeks.

Step	What to do	Kit reference	Done
1	Review and personalize. Read each document. Fill in the bracketed items, such as [location] and your equipment list. Delete anything that doesn't fit your operations.	All	☐
2	Approve and sign. Have Alex Sample (President) sign Docs 01, 02 and 03 and record the effective date.	01–03	☐
3	Publish and post. Add an “Accessibility” page to https://www.example.com with Doc 01 and the notices in Doc 04 Part C. Keep printed copies at reception.	04 Part C	☐
4	Update HR templates. Add the accommodation wording to job postings, interview invitations, offer letters and onboarding.	05 §1–2	☐
5	Train everyone and record it. Use the Doc 08 handout and/or the free AccessForward modules. Log the dates and number trained.	08	☐
6	Set up the routines. Name who handles feedback and accessible-format requests. Keep the disruption templates handy. Offer individualized emergency response plans.	04, 06, 07	☐
7	File your report by December 31, 2026 , using the Answer Guide. Save the confirmation number and the PDF.	09	☐

Notes on using this kit

- **Your organization’s own facts.** We have not invented any facts about SAMPLE Maple Ridge Home Services Inc.. Where the documents need information only you have (for example, accessible equipment on site, file storage locations, NAICS code, BN9), you will see a **[bracketed placeholder]** or a blank line. The response timelines in Doc 04 (2 and 10 business days) and the training targets in Doc 08 are suggested service standards. Change them to suit you.
- **Honest answers.** The certifier confirms the compliance report is accurate. Answer “Yes” only when the requirement is actually in place. Doc 09 explains how to answer “No” with a plan where needed.

- **Websites (50+ only).** WCAG 2.0 Level AA conformance needs testing and sometimes technical fixes. A policy document cannot provide it.
- **Footer.** Each page carries a short footer identifying the document and noting that the kit is a template package. You may remove the footer line from the final versions you publish once you have reviewed and adopted them.
- **Sources.** The content is based on the *Accessibility for Ontarians with Disabilities Act, 2005*, O. Reg. 191/11 (as consolidated March 30, 2026), and the Ministry for Seniors and Accessibility's guidance and Portal User Guide (February 2026).

Questions

If anything in the kit is unclear, or you'd like a document adjusted to reflect new information about SAMPLE Maple Ridge Home Services Inc., reply to this email or contact us at the details below.

Sincerely,

Peter

Go-to-Market Representative, The Trillium Company
145 Columbia Street West, Unit 1803, Waterloo, Ontario N2L 0K7
hello@thetrilliumcompany.com · +1 (548) 490-9330

The Trillium Company is not a law firm, and this kit does not create a lawyer–client relationship. For legal advice about your specific situation, consult a qualified Ontario lawyer or call the AODA Contact Centre (1-866-515-2025) for guidance on the requirements.

SAMPLE Maple Ridge Home Services Inc. · Document 10 · October 21, 2026
This kit is a template package and guidance, not legal advice.

Statement of Commitment and Accessibility Policy

Organization	SAMPLE Maple Ridge Home Services Inc.
Address	100 Example Street, Suite 200, Kitchener, Ontario N2G 0A0
Policy owner	Jordan Sample, Operations Manager
Effective date	October 21, 2026
Next scheduled review	October 21, 2031
Applies under	<i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA); Integrated Accessibility Standards, O. Reg. 191/11 (IASR), Part I, s. 3
Status for your organization (20–49 employees)	Policies are mandatory. Putting them in writing is strongly recommended. Organizations with fewer than 50 employees in Ontario must develop, implement and maintain accessibility policies (IASR s. 3(1)). Written documentation is not legally required at your size, but it is the simplest way to show compliance if you are audited, and it gets you ready if you grow past 49 employees.

1. Statement of organizational commitment

SAMPLE Maple Ridge Home Services Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and by meeting the accessibility requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*.

This commitment applies to the customers, clients, visitors, employees, job applicants and volunteers who interact with SAMPLE Maple Ridge Home Services Inc., and to the home renovation and repair services services we provide, including residential renovation, repair and maintenance services for homeowners in Waterloo Region.

2. Purpose

This policy describes how SAMPLE Maple Ridge Home Services Inc. achieves, or will achieve, accessibility by meeting its requirements under the Integrated Accessibility Standards Regulation (IASR). It brings our accessibility commitments together in one place and points to the detailed policies and procedures that support them.

3. Scope

This policy applies to:

- everyone who is employed by or volunteers with SAMPLE Maple Ridge Home Services Inc.;
- everyone who takes part in developing SAMPLE Maple Ridge Home Services Inc.'s policies; and
- everyone who provides goods, services or facilities on behalf of SAMPLE Maple Ridge Home Services Inc., including contractors and agents.

4. Definitions

Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities (IASR s. 2).

Communication supports may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications (IASR s. 2).

Disability has the meaning given in the AODA and the *Ontario Human Rights Code*. It includes physical, mental health, developmental, learning, sensory and other disabilities, whether visible or invisible, and whether temporary, episodic or permanent.

Barrier means anything that prevents a person with a disability from fully participating in all aspects of society because of their disability. This includes physical, architectural, information or communications, attitudinal and technological barriers, and barriers created by a policy or practice (AODA s. 2).

5. Policy statements

5.1 Accessibility policies and plan

- SAMPLE Maple Ridge Home Services Inc. will develop, implement and maintain policies that govern how we achieve accessibility through meeting our IASR requirements.
- Although not required at our current size, SAMPLE Maple Ridge Home Services Inc. has chosen to document these policies and keep a multi-year accessibility plan (2026–2031) as good practice.

5.2 Self-service kiosks

When designing, procuring or acquiring self-service kiosks (for example, payment terminals, check-in screens or ticketing machines), SAMPLE Maple Ridge Home Services Inc. will have regard to accessibility for people with disabilities (IASR s. 6(2)).

5.3 Training

SAMPLE Maple Ridge Home Services Inc. will provide training on the requirements of the IASR and on the *Ontario Human Rights Code* as it pertains to persons with disabilities to all employees, volunteers, people who develop our policies, and people who provide goods, services or facilities on our behalf (IASR s. 7). Training will:

- be appropriate to each person's duties;
- be provided as soon as practicable after a person joins or takes on new duties; and
- be provided on an ongoing basis whenever these policies change.

SAMPLE Maple Ridge Home Services Inc. will keep a record of training as good practice. See *Document 08 – Training Policy, Record Log and Training Summary*.

5.4 Information and communications

- **Feedback.** Our processes for receiving and responding to feedback will be accessible to people with disabilities. We will provide or arrange accessible formats and communication supports on request, and we will tell the public that they are available (IASR s. 11).
- **Accessible formats and communication supports.** On request, we will provide or arrange accessible formats and communication supports in a timely manner that takes the person's accessibility needs into account, at no more than the regular cost charged to others. We will consult the person making the request to decide what format or support is suitable, and we will tell the public that accessible formats and communication supports are available (IASR s. 12).
- **Emergency and public safety information.** If we prepare emergency procedures, plans or public safety information and make it available to the public, we will provide it in an accessible format or with appropriate communication supports, as soon as practicable, on request (IASR s. 13).
- **Unconvertible information.** If information or communications cannot be converted, we will explain why and provide a summary (IASR s. 9(3)).

Detailed procedures are in *Document 04 – Accessible Formats, Communication Supports and Feedback Process*.

5.5 Employment

SAMPLE Maple Ridge Home Services Inc. is committed to fair and accessible employment practices. We will:

- notify employees and the public that accommodation is available for applicants with disabilities during recruitment (IASR s. 22);
- notify applicants selected for an assessment or selection process that accommodations are available on request, and consult with any applicant who requests one (IASR s. 23);
- notify successful applicants of our policies for accommodating employees with disabilities when we make an offer of employment (IASR s. 24);
- inform employees of our policies that support employees with disabilities, including job accommodation policies. New employees will be informed as soon as practicable, and all employees will be informed when these policies change (IASR s. 25);
- on request, consult with employees and provide accessible formats and communication supports for information they need to do their job and for information generally available to employees (IASR s. 26);
- provide individualized workplace emergency response information to employees who need it because of a disability (IASR s. 27);
- follow a documented process for individual accommodation plans and return to work as good practice, consistent with our duty to accommodate under the *Ontario Human Rights Code*;
- take into account the accessibility needs of employees with disabilities, and any individual accommodation plans, when using performance management, providing career development and advancement, and redeploying employees (IASR ss. 30–32).

Detailed procedures are in *Document 05 – Employment Standard Procedures* and *Document 06 – Emergency Response Information*.

5.6 Design of public spaces

When SAMPLE Maple Ridge Home Services Inc. builds new or redevelops public spaces covered by the Design of Public Spaces Standards (IASR Part IV.1), we will meet the applicable technical requirements. These spaces are recreational trails and beach access routes, outdoor public-use eating areas, outdoor play spaces, exterior paths of travel, off-street parking, service counters, fixed queuing guides and waiting areas.

5.7 Customer service

SAMPLE Maple Ridge Home Services Inc. will provide goods, services and facilities in a manner that respects the dignity and independence of people with disabilities, in accordance with *Document 02 – Accessible Customer Service Policy* (IASR Part IV.2).

6. Roles and responsibilities

Role	Responsibility
Senior leadership (Alex Sample, President)	Approves this policy. Provides the resources needed to implement it. Certifies the accessibility compliance report.
Accessibility contact (Jordan Sample, Operations Manager)	Maintains this policy and related documents. Coordinates training, feedback and accommodation requests. Leads reviews.
Managers and supervisors	Make sure their teams are trained and follow this policy. Respond to accommodation and accessible-format requests.
All employees, volunteers and contractors	Complete training. Follow this policy. Report barriers they become aware of.

7. Related documents

1. Document 02 – Accessible Customer Service Policy
2. Document 03 – Multi-Year Accessibility Plan (2026–2031)
3. Document 04 – Accessible Formats, Communication Supports and Feedback Process
4. Document 05 – Employment Standard Procedures
5. Document 06 – Emergency Response Information Procedure
6. Document 07 – Notice of Temporary Disruption Procedure and Template
7. Document 08 – Training Policy, Record Log and Training Summary

8. Availability, accessible formats and questions

This policy is available to the public at <https://www.example.com> and on request. It is available in an accessible format or with communication supports on request, at no cost. Questions, feedback and requests can be directed to:

Jordan Sample, Operations Manager

SAMPLE Maple Ridge Home Services Inc., 100 Example Street, Suite 200, Kitchener, Ontario N2G 0A0
Phone: 519-555-0100 · Email: accessibility@example.com

9. Review

SAMPLE Maple Ridge Home Services Inc. will review this policy at least every five years, and sooner if legislation changes or we identify a barrier. Any policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

10. Approval

Approved by	Alex Sample, President
Signature	_____
Date	October 21, 2026

SAMPLE Maple Ridge Home Services Inc. · Document 01 · Effective October 21, 2026

This kit is a template package and guidance, not legal advice.

Accessible Customer Service Policy

Organization	SAMPLE Maple Ridge Home Services Inc.
Policy owner	Jordan Sample, Operations Manager
Effective date	October 21, 2026
Applies under	IASR Part IV.2 – Customer Service Standards (O. Reg. 191/11, ss. 80.45–80.51)
Status for your organization (20–49 employees)	Mandatory policy; this is what your 2026 compliance report asks about. Organizations with 20–49 employees report only on the Customer Service Standards (IASR s. 86.1). Writing the policy down is not legally required at your size, but it is the clearest evidence that you can answer “Yes”.

1. Our commitment

SAMPLE Maple Ridge Home Services Inc. is committed to providing its goods, services and facilities in a way that respects the dignity and independence of people with disabilities. We will make reasonable efforts to make sure our policies, practices and procedures are consistent with the following principles (s. 80.46(2)):

1. **Dignity.** Goods, services and facilities are provided in a manner that respects the dignity and independence of people with disabilities.
2. **Integration.** Goods, services and facilities are provided to people with disabilities in the same place and in the same or a similar way as to others, unless an alternative measure is necessary, temporarily or permanently, to enable the person to obtain, use or benefit from them.
3. **Equal opportunity.** People with disabilities have an opportunity equal to that given to others to obtain, use and benefit from our goods, services and facilities.
4. **Communication.** When communicating with a person with a disability, we do so in a way that takes the person’s disability into account.

2. Scope

This policy applies to the provision of goods, services and facilities by SAMPLE Maple Ridge Home Services Inc. (residential renovation, repair and maintenance services for homeowners in Waterloo Region) to members of the public and other third parties. It applies to all employees, volunteers, people who develop our policies, and anyone who provides goods, services or facilities on our behalf, including contractors.

3. Communication

We will communicate with people with disabilities in ways that take their disability into account. For example:

- we speak directly to the customer, not to their support person or interpreter;
- we offer to communicate in writing, by email, by phone or in person, whichever works best for the customer;
- we use plain language and give people time to respond; and
- we ask “How can I help?” and do not make assumptions about a person’s abilities.

On request, we provide our documents and information in an accessible format or with communication supports (see *Document 04*).

4. Assistive devices

People with disabilities may use their own personal assistive devices to obtain, use or benefit from our goods, services and facilities. Examples include wheelchairs, walkers, canes, hearing aids, magnifiers, communication boards, screen readers and personal oxygen tanks.

If a personal assistive device poses a risk to the health and safety of the user or others on our premises, we will consult the person and find another reasonable way to provide our goods, services or facilities.

We will make sure staff know how to use any assistive equipment we make available on our premises, such as ramps, elevators, accessible washrooms, automatic door openers and the accessibility features of our website. Our current list of on-site equipment is kept with the accessibility contact and reviewed during training.

5. Service animals

People with disabilities who are accompanied by a guide dog or other service animal are welcome on the parts of our premises that are open to the public, and may keep the animal with them, unless the animal is excluded by law (s. 80.47(2)).

Recognizing a service animal (s. 80.45(4)). An animal is a service animal if:

1. it can be readily identified as being used by the person for reasons relating to their disability, because of visual indicators such as a vest or harness; **or**
2. the person provides documentation from one of the following regulated health professionals confirming that they need the animal for reasons relating to their disability: a member of the College of Audiologists and Speech-Language Pathologists of Ontario, College of Chiropractors of Ontario, College of Nurses of Ontario, College of Occupational Therapists of Ontario, College of Optometrists of Ontario, College of Physicians and Surgeons of Ontario, College of Physiotherapists of Ontario, College of Psychologists of Ontario, or College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Staff may ask to see documentation only if the animal cannot be readily identified as a service animal. Staff must not ask about the nature of the person's disability.

Guide dogs are also protected under the *Blind Persons' Rights Act*.

When an animal is excluded by law. Some laws exclude animals from certain areas, for example food preparation areas under Ontario's food premises regulation. If a service animal is excluded by law, we will explain why and offer other measures so the person can still obtain, use or benefit from our goods, services or facilities (s. 80.47(3)). For example, we can serve the person in another area, or have a staff member assist while the animal waits in a safe place nearby.

Allergies and fears. If another person's health would be affected by a service animal (for example, a severe allergy), we will consult with both people and look for a solution that meets everyone's needs, such as using different areas of the room or scheduling. The person with the service animal will not be refused service.

The person with the service animal is responsible for the care and control of the animal.

6. Support persons

A person with a disability who is accompanied by a support person will be allowed to enter our premises with the support person. At no time will the person be prevented from having access to their support person while on our premises (s. 80.47(4)).

Confidentiality. If a support person may hear confidential information, we may ask them to agree to keep it confidential, and we will get the consent of the person with a disability before discussing confidential matters in front of the support person.

When a support person may be required (s. 80.47(5)). SAMPLE Maple Ridge Home Services Inc. may require a person with a disability to be accompanied by a support person only if, **after consulting with the person and considering the available evidence**, we determine that:

1. a support person is necessary to protect the health or safety of the person or of others on the premises;
and
2. there is no other reasonable way to protect the health or safety of the person and of others on the premises.

This decision will be rare. It will be made by Jordan Sample or a manager, and it will be documented.

Admission fees. SAMPLE Maple Ridge Home Services Inc. does not currently charge admission fees. If we begin to do so, we will give advance notice of any amount payable for a support person (s. 80.47(6)), and we will waive that amount whenever we require a support person (s. 80.47(7)).

7. Notice of temporary disruptions

People with disabilities may rely on certain facilities or services to access our goods, services or facilities, such as elevators, ramps, accessible washrooms, automatic doors, accessible parking, or phone and online service channels. If one of these is disrupted, in whole or in part, we will notify the public promptly (s. 80.48).

The notice will include:

- the reason for the disruption;
- how long it is expected to last; and
- a description of alternative facilities or services, if any, that are available.

The notice will be posted at the affected entrance or location, on our website (<https://www.example.com>), by recorded phone message where appropriate, and by any other reasonable method. For planned disruptions, we will give notice in advance. See *Document 07 – Notice of Temporary Disruption Procedure and Template*.

8. Training

SAMPLE Maple Ridge Home Services Inc. provides accessible customer service training to every employee and volunteer, everyone who develops our policies, and everyone who provides goods, services or facilities on our behalf (s. 80.49(1)). The training covers:

- a review of the purposes of the AODA and the requirements of the Customer Service Standards;
- how to interact and communicate with people with various types of disability;

- how to interact with people with disabilities who use an assistive device or need the assistance of a guide dog or other service animal, or of a support person;
- how to use equipment or devices available on our premises, or otherwise provided by us, that may help people with disabilities access our goods, services or facilities;
- what to do if a person with a particular type of disability is having difficulty accessing our goods, services or facilities; and
- SAMPLE Maple Ridge Home Services Inc.'s policies on accessible customer service.

Training is provided as soon as practicable after a person begins their duties, and on an ongoing basis whenever this policy changes. We keep training records as good practice. See *Document 08*.

9. Feedback process

SAMPLE Maple Ridge Home Services Inc. welcomes feedback on how we provide goods, services and facilities to people with disabilities, and on whether this feedback process is itself accessible (s. 80.50(1)). Feedback can be given:

- by phone: 519-555-0100
- by email: accessibility@example.com
- by mail or in person: Jordan Sample, Operations Manager, SAMPLE Maple Ridge Home Services Inc., 100 Example Street, Suite 200, Kitchener, Ontario N2G 0A0
- online: <https://www.example.com>

Feedback can be anonymous. Accessible formats and communication supports for the feedback process are available on request.

What happens when we receive a complaint (s. 80.50(2)):

1. We acknowledge the feedback within **2 business days**, using the method the person prefers.
2. Jordan Sample reviews the complaint, consults the person if needed, and decides what action to take.
3. We respond with the outcome and any actions taken within **10 business days**. If we need more time, we explain why and give an expected date.
4. We log the complaint and the outcome, and review the log at least annually to find and remove barriers.

Full details are in *Document 04*.

10. Accessible format of documents

On request, we will provide this policy and any document required by the Customer Service Standards in an accessible format or with communication support. We will do so in a timely manner that takes the person's accessibility needs into account, at no more than the regular cost charged to others, and after consulting with the person about what format or support is suitable (s. 80.51).

11. Modifications to this or other policies

Any policy of SAMPLE Maple Ridge Home Services Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. Changes to this policy will be communicated to staff, and training will be updated.

12. Contact

Jordan Sample, Operations Manager · 519-555-0100 · accessibility@example.com · 100 Example Street, Suite 200, Kitchener, Ontario N2G 0A0

Approved by	Alex Sample, President
Signature	_____
Date	October 21, 2026

SAMPLE Maple Ridge Home Services Inc. · Document 02 · Effective October 21, 2026
This kit is a template package and guidance, not legal advice.

Multi-Year Accessibility Plan 2026–2031

Organization	SAMPLE Maple Ridge Home Services Inc.
Plan owner	Jordan Sample, Operations Manager
Plan period	2026–2031
Approved / effective	October 21, 2026
Next full review	No later than October 21, 2031 (at least every five years)
Applies under	IASR s. 4 (accessibility plans)
Status for your organization (20–49 employees)	Recommended (not legally required at 20–49 employees). A plan helps you track the obligations you <i>do</i> have, gives auditors clear evidence of good faith, and means you are ready on day one if you reach 50 employees.

1. Introduction

This multi-year accessibility plan sets out how SAMPLE Maple Ridge Home Services Inc. will prevent and remove barriers for people with disabilities and meet its requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the Integrated Accessibility Standards Regulation, O. Reg. 191/11 (IASR). It covers 2026–2031.

2. Statement of organizational commitment

SAMPLE Maple Ridge Home Services Inc. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting our accessibility requirements under the AODA and the *Ontario Human Rights Code*.

3. About SAMPLE Maple Ridge Home Services Inc.

SAMPLE Maple Ridge Home Services Inc. is a home renovation and repair services organization located at 100 Example Street, Suite 200, Kitchener, Ontario N2G 0A0, with approximately 34 employees in Ontario. We provide residential renovation, repair and maintenance services for homeowners in Waterloo Region.

4. How to read this plan

Each table lists the requirement, the action SAMPLE Maple Ridge Home Services Inc. will take, who is responsible, and the target date. Record progress in the **Status** column (✓ = complete, ● = in progress, ○ = not started), and record evidence (for example, the file name or location) in the **Evidence** column. Keeping this column up to date is the easiest way to prepare for the next compliance report or an audit.

5. General requirements (IASR Part I)

#	Requirement	Action	Responsible	Target	Status	Evidence
G1	Accessibility policies (s. 3)	Approve and implement <i>Document 01</i> . Keep it on file and provide it on request.	Jordan Sample	October 21, 2026		
G2	Statement of commitment (s. 3(2))	Include the statement in Document 01 and in this plan.	Jordan Sample	October 21, 2026		
G3	Multi-year plan (s. 4)	Approve this plan. Post it on https://www.example.com . Provide it in accessible formats on request.	Jordan Sample	October 21, 2026		
G4	Self-service kiosks (s. 6(2))	Add an accessibility checklist (height, reach, tactile/audio output, contrast, clear floor space) to the purchasing process for any kiosk or payment terminal.	Purchasing / Jordan Sample	Ongoing		
G5	Training (s. 7)	Train all staff, volunteers and contractors on the IASR and the <i>Human Rights Code</i> as it pertains to persons with disabilities. Train new staff as soon as practicable. Retrain when policies change.	Managers / Jordan Sample	All current staff by 2026-12-15; new hires within 30 days of start		
G6	Training records (s. 7(5))	Keep the <i>Document 08</i> training log (dates and number trained).	Jordan Sample	Ongoing		
G7	Plan review	Review progress against this plan each year. Do a full review and update at least every five years.	Jordan Sample	Annually each Q4; full review by October 21, 2031		

6. Customer Service Standards (IASR Part IV.2)

#	Requirement	Action	Responsible	Target	Status	Evidence
C1	Customer service policy (s. 80.46)	Approve and implement <i>Document 02</i> .	Jordan Sample	October 21, 2026		
C2	Assistive devices, service animals, support persons (s. 80.47)	Brief front-line staff.	Managers	October 21, 2026 + 30 days		
C3	Temporary disruptions (s. 80.48)	Adopt <i>Document 07</i> . Keep blank notices at reception and a web notice template ready.	Operations	October 21, 2026		
C4	Customer service training (s. 80.49)	Deliver training on the six topics in <i>Document 08</i> . Log completions.	Managers	All current staff by 2026-12-15		
C5	Feedback process (s. 80.50)	Publish the feedback channels. Log and respond to feedback within the stated timelines.	Jordan Sample	October 21, 2026		

#	Requirement	Action	Responsible	Target	Status	Evidence
C6	Accessible documents (s. 80.51)	Provide documents in accessible formats on request at no extra cost.	Jordan Sample	Ongoing		

7. Information and Communications Standards (IASR Part II)

#	Requirement	Action	Responsible	Target	Status	Evidence
I1	Accessible feedback (s. 11)	Offer accessible formats and communication supports for all feedback channels, and say so publicly.	Jordan Sample	October 21, 2026		
I2	Accessible formats & communication supports (s. 12)	Follow the <i>Document 04</i> request procedure. Post the public notice of availability.	Jordan Sample	October 21, 2026		
I3	Emergency & public safety information (s. 13)	Identify all public emergency information (evacuation maps, safety notices). Be ready to provide it in large print, electronic, plain-language or verbal formats on request.	Health & Safety lead	2026-12-31		
I5	New documents	Use accessible templates for new public documents: real headings, alt text, sufficient contrast, tagged PDFs.	All authors	Ongoing from 2027		

8. Employment Standards (IASR Part III)

#	Requirement	Action	Responsible	Target	Status	Evidence
E1	Recruitment notice (s. 22)	Add the accommodation statement to all job postings and the careers page.	Hiring managers	October 21, 2026		
E2	Assessment & selection (s. 23)	Add the accommodation sentence to interview and test invitations. Consult with applicants who ask.	Hiring managers	October 21, 2026		
E3	Offers of employment (s. 24)	Add the accommodation policy notice to offer letters.	HR	October 21, 2026		
E4	Informing employees (s. 25)	Share the accommodation policies with all employees, include them in onboarding, and re-send when they change.	HR	2026-12-15		
E5	Accessible formats for employees (s. 26)	Provide job information and general workplace information in accessible formats on request.	Managers / HR	Ongoing		
E6	Workplace emergency response (s. 27)	Offer individualized emergency response plans (<i>Document 06</i>). Review them on the three triggers.	Managers / H&S	Ongoing		

#	Requirement	Action	Responsible	Target	Status	Evidence
E7	Individual accommodation plans (s. 28)	Adopt the written IAP process in <i>Document 05</i> . (Recommended at your size.)	HR	October 21, 2026		
E8	Return to work (s. 29)	Adopt the documented return-to-work process in <i>Document 05</i> . (Recommended at your size.)	HR	October 21, 2026		
E9	Performance, career development, redeployment (ss. 30–32)	Add an accessibility and accommodation check to review forms, development programs and redeployment decisions.	Managers / HR	2027-03-31		

9. Design of Public Spaces Standards (IASR Part IV.1)

SAMPLE Maple Ridge Home Services Inc. has indicated that it has **not** built or redeveloped any public spaces covered by the standards since January 1, 2017. The standards apply only to new construction and redevelopment, so no retrofit is currently required. The actions below make sure future projects comply.

#	Requirement	Action	Responsible	Target	Status	Evidence
D1	New or redeveloped spaces (Part IV. 1)	Before any construction or renovation of parking, exterior paths, service counters, fixed queuing guides, waiting areas, outdoor eating or play areas, or trails, give designers and contractors the applicable IASR Part IV.1 requirements and confirm compliance at sign-off.	Facilities	Each project		

10. Transportation Standards (IASR Part IV)

SAMPLE Maple Ridge Home Services Inc. does not provide transportation services. No actions are required.

11. Monitoring and reporting

- Jordan Sample reviews this plan each year and records progress in the Status and Evidence columns.
- Progress is reported to Alex Sample, President.
- The plan is fully reviewed and updated at least once every five years, next by **October 21, 2031**.
- SAMPLE Maple Ridge Home Services Inc. files its accessibility compliance report through the Accessibility Compliance Reporting Portal by **December 31, 2026**, and then every three years.

12. For more information and accessible formats

This plan is posted at <https://www.example.com>. It is available in an accessible format on request, at no cost. Contact Jordan Sample, Operations Manager, at 519-555-0100 or accessibility@example.com, or by mail at 100 Example Street, Suite 200, Kitchener, Ontario N2G 0A0.

Approved by	Alex Sample, President
Signature	_____

Date	October 21, 2026
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SAMPLE Maple Ridge Home Services Inc. · Document 03 · Effective October 21, 2026

This kit is a template package and guidance, not legal advice.

Accessible Formats, Communication Supports and Feedback Process

Organization	SAMPLE Maple Ridge Home Services Inc.
Process owner	Jordan Sample, Operations Manager
Effective date	October 21, 2026
Applies under	IASR ss. 9(3), 11, 12, 13 and 26 (Information and Communications); ss. 80.50–80.51 (Customer Service feedback and document formats)
Status for your organization (20–49 employees)	The process is mandatory for every organization size. At 20–49 employees, writing the feedback process down is not legally required (s. 80.50(5) applies to 50+). It is still the best evidence for your Customer Service “Yes” answer.

Part A: Accessible formats and communication supports

A1. What we provide

On request, SAMPLE Maple Ridge Home Services Inc. will provide or arrange accessible formats and communication supports for people with disabilities (IASR s. 12):

- **in a timely manner** that takes into account the person’s accessibility needs due to disability;
- **at no more than the regular cost** charged to other people. Most requests are free; if a document normally carries a charge, the accessible version costs the same; and
- **after consulting the person** making the request about which format or support is suitable.

Common accessible formats	Common communication supports
Large print (16–18 pt minimum, sans-serif)	Plain-language summaries
Accessible electronic documents (Word, tagged PDF, HTML)	Reading information aloud, or reading it over the phone
Audio recording	Written notes, email or text instead of speech
Braille (arranged through an external provider)	Sign language (ASL / LSQ) interpretation, arranged on request
Text with image descriptions	Captioning; assistive listening; relay services (e.g., Bell Relay / 711)

A2. How to request

Contact Jordan Sample, Operations Manager:

- phone: 519-555-0100
- email: accessibility@example.com
- mail or in person: SAMPLE Maple Ridge Home Services Inc., 100 Example Street, Suite 200, Kitchener, Ontario N2G 0A0
- website: <https://www.example.com>

Any employee who receives a request must pass it to the accessibility contact the same business day. Employees must not refuse a request, and must not ask about the person’s diagnosis.

A3. Our response standard

Step	Timeline (our service standard)
Acknowledge the request and consult the person about the format they need	Within 2 business days
Simple formats (accessible electronic file, large print, plain-language summary, reading aloud)	Within 5 business days, or sooner if the information is time-sensitive
Formats that need an outside provider (braille, audio, interpretation)	Agree a date with the person; usually within 15 business days
Emergency and public-safety information	As soon as practicable (s. 13). Same day wherever possible.

These timelines are SAMPLE Maple Ridge Home Services Inc.'s own service standards; the regulation requires "a timely manner that takes into account the person's accessibility needs".

A4. When information cannot be converted

If it is not technically feasible to convert information, or the technology to convert it is not readily available, we will give the person an explanation of why the information cannot be converted, plus a summary of the information (s. 9(3)–(4)).

A5. Information for employees

When an employee with a disability asks, SAMPLE Maple Ridge Home Services Inc. will consult with them and provide or arrange accessible formats and communication supports for the information they need to do their job, and for information generally available to employees in the workplace (s. 26). See *Document 05*.

A6. Emergency and public safety information

If SAMPLE Maple Ridge Home Services Inc. prepares emergency procedures, plans or public safety information and makes it available to the public (for example, posted evacuation maps or safety instructions for visitors), we will provide it in an accessible format or with appropriate communication supports as soon as practicable on request (s. 13). See *Document 06*.

A7. Accessible format request log

Date received	Requested by (optional)	Document / information	Format or support requested	Consulted? (Y/N)	Date provided	Cost charged (must equal regular cost)	Handled by

Part B: Feedback process

B1. Purpose

SAMPLE Maple Ridge Home Services Inc. welcomes feedback from customers, clients, visitors and employees. This process covers:

1. feedback about the way we provide goods, services or facilities to people with disabilities; and
2. feedback about whether this feedback process is itself accessible (s. 80.50(1)).

B2. How to give feedback

Feedback can be given in whatever way is easiest for you:

- **Phone:** 519-555-0100
- **Email:** accessibility@example.com
- **Mail or in person:** Jordan Sample, Operations Manager, SAMPLE Maple Ridge Home Services Inc., 100 Example Street, Suite 200, Kitchener, Ontario N2G 0A0
- **Online:** <https://www.example.com>
- **Feedback form:** the form in section B6, available at reception or on request in an accessible format

Feedback may be given anonymously. On request, we will provide accessible formats and communication supports for the feedback process. For example, we can take feedback by phone instead of in writing, provide the form in large print, or arrange an interpreter (s. 11(1), s. 80.50(3)).

B3. What happens after you give feedback (including complaints)

1. **Acknowledge.** Within **2 business days**, we confirm that we received the feedback, using the method you prefer (unless it was anonymous).
2. **Review.** Jordan Sample reviews the feedback and, if needed, contacts you to understand the issue and what would help.
3. **Act.** For a complaint about the way we provide goods, services or facilities to people with disabilities, Jordan Sample decides on corrective action. This may include:
 - immediate service to you through an alternative method;
 - a staff coaching or training refresher;
 - a change to a policy, procedure or practice; and/or
 - a physical or technical fix. This is the action required by s. 80.50(2).
4. **Respond.** Within **10 business days**, we tell you the outcome and any action taken. If we need more time, we tell you why and give an expected date.
5. **Record and learn.** We record the feedback (without unnecessary personal information) in the log below. We review the log at least once a year and use it to update our policies and our multi-year accessibility plan.

B4. Making the feedback process known

Information about this process is readily available to the public (s. 80.50(4)):

- posted at our reception or entrance;
- published on our website (<https://www.example.com>);

- included in Document 02 – Accessible Customer Service Policy; and
- provided by any staff member on request.

B5. Feedback log

Date	Channel	Summary of feedback	Complaint? (Y/N)	Acknowledged (date)	Action taken	Response sent (date)	Closed by

B6. Accessibility feedback form

SAMPLE Maple Ridge Home Services Inc. – Accessibility Feedback Form

We want to hear about your experience. This form is available in large print, electronically, or by phone on request at 519-555-0100.

Date of visit or contact: _____

How did we do in providing our goods, services or facilities to you? ☐ Very well ☐ Well ☐ Not well ☐ Poorly

Was our service provided to you in an accessible way? ☐ Yes ☐ Somewhat ☐ No

Did you encounter any barriers or difficulties? Please describe:

Was this feedback process itself accessible to you? ☐ Yes ☐ No. What would help?

Would you like us to contact you? ☐ Yes ☐ No

Name (optional): _____ Preferred contact method: ☐ Phone ☐ Email ☐ Mail ☐ Other: _____

Contact details: _____

Return this form to: Jordan Sample, SAMPLE Maple Ridge Home Services Inc., 100 Example Street, Suite 200, Kitchener, Ontario N2G 0A0 · accessibility@example.com

Part C: Ready-to-post public notices

Copy these onto your website (<https://www.example.com>), your reception sign, your email signature or your printed materials.

C1. Notice of availability of accessible formats and communication supports (s. 12(3))

Accessible formats and communication supports are available. SAMPLE Maple Ridge Home Services Inc. will provide our documents and information in an accessible format, or with communication supports, on request and at no extra cost. Contact Jordan Sample at 519-555-0100 or accessibility@example.com.

C2. Notice about the accessible feedback process (ss. 11(2), 80.50(4))

We welcome your feedback. Tell us about the accessibility of our goods, services and facilities by phone (519-555-0100), by email (accessibility@example.com), in person, or by mail to 100 Example Street, Suite 200, Kitchener, Ontario N2G 0A0. Accessible formats and communication supports for giving feedback are available on request. We respond within 10 business days.

C4. Short footer line for email signatures and printed materials

Accessible formats and communication supports are available on request: 519-555-0100 · accessibility@example.com

SAMPLE Maple Ridge Home Services Inc. · Document 04 · Effective October 21, 2026
This kit is a template package and guidance, not legal advice.

Employment Standard Procedures

Organization	SAMPLE Maple Ridge Home Services Inc.
Procedure owner	Jordan Sample, Operations Manager
Effective date	October 21, 2026
Applies under	IASR Part III – Employment Standards (ss. 20–32); <i>Ontario Human Rights Code</i> (duty to accommodate)
Status for your organization (20–49 employees)	Sections 1–4 and 7 are mandatory for every employer. The written IAP process (section 5) and the return-to-work process (section 6) are legally required only at 50+ employees (ss. 28–29). They are included because the <i>Human Rights Code</i> duty to accommodate applies to every employer, and a documented process is the best way to show you met it.

These procedures apply to employees of SAMPLE Maple Ridge Home Services Inc. (IASR s. 20). They do not apply to volunteers or other unpaid individuals, although SAMPLE Maple Ridge Home Services Inc. will still accommodate them in line with the *Human Rights Code*.

1. Recruitment

1.1 General notice (s. 22)

SAMPLE Maple Ridge Home Services Inc. notifies employees and the public that accommodation is available for applicants with disabilities in our recruitment processes. Every job posting, our careers or job page at <https://www.example.com>, and any recruitment agency instructions will include:

SAMPLE Maple Ridge Home Services Inc. welcomes applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. To request an accommodation, contact Jordan Sample at 519-555-0100 or accessibility@example.com.

1.2 Assessment and selection (s. 23)

When an applicant is individually selected for an interview, test or other assessment, the invitation will say:

Accommodations are available on request in relation to the materials or processes used in this assessment. Please let us know what you need, and we will work with you to meet your needs.

If a selected applicant asks for an accommodation, the hiring manager (with Jordan Sample) will consult with the applicant and provide or arrange a suitable accommodation that takes the applicant's accessibility needs into account. Examples include:

- an accessible interview location;
- questions provided in advance or in large print;

- extra time;
- a sign language interpreter;
- a video interview in place of an in-person one; or
- assistive technology.

Information about the accommodation is used only to provide it. It is kept separately from hiring evaluation notes.

1.3 Offers of employment (s. 24)

Every offer of employment will notify the successful applicant of our policies for accommodating employees with disabilities:

SAMPLE Maple Ridge Home Services Inc. has policies for accommodating employees with disabilities, including our Accessibility Policy and our Individual Accommodation and Return-to-Work procedures. If you require an accommodation, please let us know; we will work with you to put it in place. Copies are available on request in an accessible format.

2. Informing employees of supports (s. 25)

- All employees will be told about the policies that support employees with disabilities, including job accommodation policies. These include Document 01, this Document 05 and Document 06.
- New employees will receive this information **as soon as practicable after they start**, as part of onboarding, and will confirm receipt on the onboarding checklist.
- Whenever these policies change, SAMPLE Maple Ridge Home Services Inc. will give all employees updated information. This may be by email, at a staff meeting, through an intranet post or on the staff notice board.

3. Accessible formats and communication supports for employees (s. 26)

When an employee with a disability asks, SAMPLE Maple Ridge Home Services Inc. will consult with the employee and provide or arrange accessible formats and communication supports for:

1. information that is needed to perform the employee's job (for example, job descriptions, procedures, manuals, schedules, training materials); and
2. information that is generally available to employees in the workplace (for example, policies, newsletters, benefits information, health and safety information).

The employee and the manager will agree on a suitable format or support. If an individual accommodation plan exists, the agreed formats and supports will be recorded in it (s. 28(3)(a)).

4. Workplace emergency response information (s. 27)

SAMPLE Maple Ridge Home Services Inc. will provide individualized workplace emergency response information to employees with a disability where the disability makes it necessary and we are aware of the need for accommodation. The full procedure and form are in *Document 06*.

5. Written process for documented individual accommodation plans (s. 28)

Recommended at 20–49 employees; mandatory at 50+.

This is SAMPLE Maple Ridge Home Services Inc.'s written process for developing documented individual accommodation plans (IAPs). It contains each element required by IASR s. 28(2).

Step 1: Request. An employee may ask for an accommodation verbally or in writing to their manager or to Jordan Sample. A manager who becomes aware that an employee may need an accommodation (for example, because of observed difficulty or a disclosed medical restriction) will start a respectful conversation. SAMPLE Maple Ridge Home Services Inc. has a duty to inquire, even when no formal request has been made.

Step 2: Employee participation (element 1). The employee takes an active part in developing their IAP. They will be invited to a meeting at a time and in a format that suits them. They can share information about their functional needs, suggest accommodations, and review and comment on the draft plan before it is finalized.

Step 3: Individual assessment (element 2). Each employee is assessed individually. We consider:

- the employee's functional abilities and limitations, not their diagnosis;
- the essential duties of the job;
- the information the employee provides; and
- where needed, information from the employee's health care provider about functional limitations and restrictions.

We do not apply blanket rules.

Step 4: Outside expert evaluation (element 3). If needed to decide whether and how accommodation can be achieved, SAMPLE Maple Ridge Home Services Inc. may ask for an evaluation by an outside medical or other expert (for example, an occupational therapist or an ergonomic assessor), **at SAMPLE Maple Ridge Home Services Inc.'s expense**. The employee will be told the purpose of the evaluation and will be asked for consent before any personal health information is collected.

Step 5: Representative (element 4). The employee may ask a representative to take part in developing the plan. As the employees of SAMPLE Maple Ridge Home Services Inc. are not represented by a bargaining agent, this is a representative from within the workplace (for example, a co-worker or a joint health and safety committee member) chosen by the employee.

Step 6: Privacy (element 5). Personal information about the employee's disability:

- is collected only as needed to provide accommodation;
- is kept in a confidential file that is separate from the employee's personnel file;
- is accessible only to Jordan Sample and to people who need it to put the accommodation in place; and
- is disclosed only with the employee's written consent or as required by law.

The IAP itself records the accommodation, not the diagnosis.

Step 7: Review frequency and method (element 6). Each IAP states when it will be reviewed. The default is **every 12 months**, plus whenever:

- the employee's needs change;

- the employee's job, duties or work location change; or
- the employee or manager asks for a review.

Reviews follow the same participatory steps as the original plan.

Step 8: Denial and reasons (element 7). If an IAP is denied, for example because no accommodation can be found short of undue hardship, Jordan Sample will give the employee the reasons in writing, in an accessible format if needed. The employee will be told how to ask for reconsideration. Under the *Human Rights Code*, undue hardship is assessed only on cost, outside sources of funding (if any), and health and safety requirements (if any).

Step 9: Accessible format of the IAP (element 8). The IAP will be provided in a format that takes into account the employee's accessibility needs (for example, large print, electronic, or reviewed verbally).

Contents of every IAP (s. 28(3)). Each IAP will:

1. if requested, include information about the accessible formats and communication supports provided (s. 26);
2. if required, include individualized workplace emergency response information (s. 27); and
3. identify any other accommodation to be provided.

5.1 Individual Accommodation Plan – template

Field	Details
Employee name	
Position / department	
Manager	
Date of request	
Representative participating (if any)	☐ Workplace representative ☐ None requested
Functional needs/limitations relevant to work (no diagnosis)	
Essential job duties affected	
Outside expert evaluation requested? (at employer's expense)	☐ No ☐ Yes – by: _____ date: _____
Accommodations to be provided (s. 28(3)(c))	1. 2. 3.
Accessible formats & communication supports (s. 28(3)(a))	
Individualized emergency response information required? (s. 28(3)(b))	☐ No ☐ Yes – see attached Document 06 form
Who is responsible for implementing each item	
Start date of accommodation	
Review date (default 12 months) / review triggers	
Format in which this plan is provided to the employee	
If denied: reasons provided in writing on (date)	
Employee comments	

Field	Details
Employee signature / date	
Manager signature / date	
Accessibility contact signature / date	

Store in the confidential accommodation file, not in the personnel file.

6. Return-to-work process (s. 29)

Recommended at 20–49 employees; mandatory at 50+.

This documented process applies to employees who have been absent from work because of a disability and who need disability-related accommodations to return to work. It does **not** replace or override any other return-to-work process created by or under any other statute, such as the *Workplace Safety and Insurance Act, 1997* (WSIB) (s. 29(3)). Where a WSIB return-to-work process applies, SAMPLE Maple Ridge Home Services Inc. follows it and uses this process to fill any gaps.

Steps SAMPLE Maple Ridge Home Services Inc. will take to help the employee return to work (s. 29(2)(a)):

1. **Stay in touch.** During the absence, Jordan Sample or the manager keeps in regular, respectful contact with the employee (with their agreement) and shares relevant workplace updates.
2. **Plan the return.** When a return date is expected, we ask the employee (and, with consent, their health care provider) for information about **functional abilities and restrictions**, not diagnosis.
3. **Meet.** We meet with the employee (and their representative, if requested) to understand their needs and options. These may include modified duties, gradual or reduced hours, a different workstation, assistive technology, schedule changes, or alternative work.
4. **Develop or update the IAP.** We use the **documented individual accommodation plan process in section 5** to record the return-to-work accommodations (s. 29(2)(b)), including a gradual return schedule if one applies.
5. **Return and monitor.** The manager checks in with the employee at least weekly during the first month back, and adjusts the plan as needed.
6. **Review and close.** We review the plan on the dates set in it. When the gradual return ends, the IAP stays in place for ongoing accommodation, if needed.

6.1 Return-to-Work Plan – template

Field	Details
Employee name / position	
Absence start date / expected return date	
Other applicable process (e.g., WSIB claim #)	☐ None ☐ Yes: _____
Functional abilities and restrictions (from employee / health care provider)	
Return-to-work meeting date / attendees	
Gradual return schedule (week, hours/day, days/week, duties)	Wk 1: ... Wk 2: ... Wk 3: ... Wk 4: ...

Field	Details
Modified or alternative duties	
Workplace accommodations (equipment, workstation, schedule)	
Linked Individual Accommodation Plan (date)	
Check-in schedule	
Review / end date	
Employee signature / date	
Manager signature / date	
Accessibility contact signature / date	

7. Performance management, career development and redeployment (ss. 30–32)

SAMPLE Maple Ridge Home Services Inc. will take into account the accessibility needs of employees with disabilities, and any individual accommodation plan, when:

- **managing performance** (s. 30). Before an evaluation, the manager reviews the employee's IAP, provides review materials in an accessible format on request, and considers whether performance issues relate to unmet accommodation needs;
- **providing career development and advancement** (s. 31). Development opportunities, training and promotion processes are offered in accessible formats, and the accommodations needed to succeed in a new role are identified; and
- **redeploying employees** (s. 32). When jobs are eliminated or reassigned, the employee's accessibility needs and IAP are reviewed so the new role is accessible.

Manager checklist (add to review and promotion forms): ☐ I have checked whether this employee has an IAP or known accessibility needs. ☐ Materials and meetings for this process were offered in accessible formats. ☐ The accommodations needed for any new duties or role have been identified.

SAMPLE Maple Ridge Home Services Inc. · Document 05 · Effective October 21, 2026
This kit is a template package and guidance, not legal advice.

Emergency Response Information Procedure

Organization	SAMPLE Maple Ridge Home Services Inc.
Procedure owner	Jordan Sample, Operations Manager
Effective date	October 21, 2026
Applies under	IASR s. 13 (public emergency and safety information) and s. 27 (individualized workplace emergency response information)
Status for your organization (20–49 employees)	Mandatory for every organization size. Section 27 applies to every employer. Section 13 applies whenever you make emergency procedures, plans or public safety information available to the public.

Part A: Public emergency and safety information (s. 13)

1. **Inventory.** Jordan Sample keeps a list of all emergency procedures, plans and public safety information that SAMPLE Maple Ridge Home Services Inc. makes available to the public. Examples are posted fire-evacuation maps, visitor safety instructions, emergency closure notices and safety information on <https://www.example.com>.
2. **On request,** we provide this information in an accessible format or with appropriate communication supports **as soon as practicable**. This may be large print, an accessible electronic copy, a plain-language version, a verbal walk-through, or a tactile or described route.
3. **Visitors.** Staff who greet visitors will ask, “Is there anything we should know to help you leave the building safely in an emergency?” They will not ask about any diagnosis. Any help offered is noted on the visitor log only for the length of the visit.
4. Masters of accessible versions are stored at: **[location / shared drive folder]**.

Part B: Individualized workplace emergency response information (s. 27)

B1. When it is required

SAMPLE Maple Ridge Home Services Inc. provides individualized workplace emergency response information to an employee with a disability when:

- the disability is such that individualized information is necessary; **and**
- SAMPLE Maple Ridge Home Services Inc. is aware of the need for accommodation because of the disability.

Examples of employees who may benefit include those with mobility, vision or hearing disabilities, cognitive or mental health disabilities that affect their response in an emergency, or medical conditions that need specific emergency responses. Temporary disabilities, such as an injury, are included.

B2. Procedure

1. **Identify.** We ask all employees, at onboarding and once a year, whether they would like individualized emergency response information. The confidential self-identification line on the onboarding checklist is used for this. Managers who become aware of a need also start the process.

2. **Prepare it as soon as practicable** after we become aware of the need (s. 27(3)), together with the employee, using the form in B4.
3. **Designated assistants.** If the employee needs assistance, then, **with the employee's consent**, we give the necessary information to the person or people designated to help them (s. 27(2)). We name at least one alternate.
4. **Confidentiality.** Only the information the assistants need is shared. Completed forms are stored in the confidential accommodation file, with a copy kept where the emergency coordinator can reach it during an evacuation.
5. **Review.** We review the information (s. 27(4)):
 1. when the employee moves to a different location in the organization;
 2. when the employee's overall accommodation needs or plans are reviewed; and
 3. when SAMPLE Maple Ridge Home Services Inc. reviews its general emergency response policies.
6. **Link to the IAP.** Where the employee has an individual accommodation plan, the emergency information forms part of it (s. 28(3)(b)).
7. **Practice.** Where the employee agrees, the plan is practised during fire drills.

B3. Review trigger record

Employee	Plan date	Location change review (date)	Accommodation review (date)	General emergency policy review (date)	Reviewed by

B4. Individualized Workplace Emergency Response Information – form

Confidential. Complete with the employee. Record functional needs only; no diagnosis is needed.

Section	Details
Employee name	
Department / position	
Usual work location(s) (building, floor, room)	
Typical work hours (including after-hours or remote)	
Preferred way to be alerted to an emergency (e.g., visual alarm, text message, vibrating pager, a person notifies)	
Needs during evacuation (e.g., cannot use stairs, needs a guide, needs extra time, needs written instructions)	
Assistive devices, equipment or service animal to take or account for	
Medication or medical information the employee chooses to share for an emergency	
Primary evacuation route	
Alternate route / area of refuge if the primary route is blocked	
Communication needs (e.g., uses sign language; give instructions in writing)	
Does the employee require assistance?	☐ No ☐ Yes

Section	Details
Designated assistant 1 (name, contact)	
Designated assistant 2 / alternate (name, contact)	
Employee consent to share this information with the designated assistants (s. 27(2))	☐ I consent Signature: _____ Date: _____
Information given to assistants on (date) / by	
Next review date / triggers	Location change · accommodation review · general emergency policy review
Employee signature / date	
Manager signature / date	

B5. Checklist for designated assistants

☐ I know the employee's preferred alert method and evacuation needs. ☐ I know the primary and alternate routes, and the area of refuge. ☐ I know how to handle the employee's equipment or service animal safely. ☐ I will keep this information confidential. ☐ I know who to tell if I am away or no longer able to assist.

SAMPLE Maple Ridge Home Services Inc. · Document 06 · Effective October 21, 2026

This kit is a template package and guidance, not legal advice.

Notice of Temporary Disruption: Procedure and Templates

Organization	SAMPLE Maple Ridge Home Services Inc.
Procedure owner	Jordan Sample, Operations Manager
Effective date	October 21, 2026
Applies under	IASR s. 80.48 (Customer Service Standards)
Status for your organization (20–49 employees)	Giving notice of disruptions is mandatory for every organization size (s. 80.48(1)–(2)). Writing down the steps is required only at 50+ employees (s. 80.48(3)); doing it anyway gives staff a ready-made routine and gives you evidence for your Customer Service “Yes” answer.

1. When notice is required

People with disabilities often rely on particular facilities or services to obtain, use or benefit from SAMPLE Maple Ridge Home Services Inc.’s goods, services or facilities. If one of these is disrupted, in whole or in part, we must give notice to the public. Typical examples:

- elevators, lifts, ramps or automatic door openers;
- accessible washrooms or accessible parking spaces;
- accessible entrances or paths of travel (for example, during construction or snow clearing);
- hearing loops, accessible kiosks or payment terminals;
- our phone line, TTY/relay access, website (<https://www.example.com>) or online booking system; and
- any service delivered in an alternative way for people with disabilities.

2. Steps SAMPLE Maple Ridge Home Services Inc. takes

Step	Planned disruption	Unplanned disruption
1. Identify	The manager or contractor planning the work identifies any accessibility impact.	The staff member who notices the disruption tells Jordan Sample or the manager on duty right away.
2. Prepare notice	Use Template A at least 5 business days in advance where possible.	Use Template B immediately , within the same business day.
3. Required content	Reason for the disruption · anticipated duration · alternative facilities or services available (s. 80.48(2)).	Same. If the duration is unknown, say so and give the next update time.
4. Post	At the affected location and the main entrance · on https://www.example.com · on social media / booking confirmations where used · recorded phone message if appropriate · told directly to customers with known appointments.	Same, as far as practicable.
5. Alternatives	Arrange an alternative (other entrance, curbside service, phone or online service, meeting at an accessible location, staff assistance).	Same. Staff offer help to anyone affected.

Step	Planned disruption	Unplanned disruption
6. Accessible notice	Provide the notice in an accessible format on request. Make sure web notices are text, not images only.	Same.
7. Update & close	Update the notice if the duration changes. Remove it when service is restored.	Same.
8. Log	Record the disruption in the log below.	Same.

3. Template A: Planned disruption

NOTICE OF SERVICE DISRUPTION

SAMPLE Maple Ridge Home Services Inc.

What is affected: [e.g., the elevator at 100 Example Street, Suite 200, Kitchener, Ontario N2G 0A0]

Why: [e.g., scheduled maintenance]

When: From [date, time] until [date, time] (expected)

Alternatives available: [e.g., we can meet you at our ground-floor meeting room; call 519-555-0100 and a staff member will assist you at the main entrance; service is also available by phone or email]

We apologize for any inconvenience. For assistance or to ask for this notice in an accessible format, contact Jordan Sample at 519-555-0100 or accessibility@example.com.

4. Template B: Unplanned disruption

TEMPORARY DISRUPTION – IN EFFECT NOW

SAMPLE Maple Ridge Home Services Inc.

What is affected: [e.g., the automatic door opener at the main entrance]

Why: [e.g., unexpected equipment failure]

Expected duration: [e.g., until repairs are completed, expected [date]. Next update: [date/time]]

Alternatives available: [e.g., please ring the bell or call 519-555-0100 and staff will open the door for you]

For assistance or to ask for this notice in an accessible format, contact Jordan Sample at 519-555-0100 or accessibility@example.com.

5. Template C: Website / social media / email (short form)

Service disruption at SAMPLE Maple Ridge Home Services Inc.: [facility/service] is unavailable from [start] to [expected end] because of [reason]. Alternatives: [alternative]. Need help or this notice in another format? Call 519-555-0100 or email accessibility@example.com.

6. Disruption log

Date posted	Facility / service affected	Reason	Expected duration	Alternatives offered	Where notice posted	Date restored	Logged by

SAMPLE Maple Ridge Home Services Inc. · Document 07 · Effective October 21, 2026
This kit is a template package and guidance, not legal advice.

Accessibility Training Policy, Training Record Log and Training Summary

Organization	SAMPLE Maple Ridge Home Services Inc.
Policy owner	Jordan Sample, Operations Manager
Effective date	October 21, 2026
Applies under	IASR s. 7 (training on the IASR and the <i>Human Rights Code</i>); s. 80.49 (customer service training)
Status for your organization (20–49 employees)	Training is mandatory for every organization size. At 20–49 employees, records and a written training policy are not legally required. Keeping the Part B log is strongly recommended: it is the simplest proof that you can answer “Yes” to the Customer Service question on your 2026 report.

Part A: Training policy

A1. Who is trained

SAMPLE Maple Ridge Home Services Inc. trains (IASR ss. 7(1), 80.49(1)):

1. every employee and every volunteer;
2. everyone who participates in developing SAMPLE Maple Ridge Home Services Inc.’s policies, including managers and owners; and
3. everyone who provides goods, services or facilities on behalf of SAMPLE Maple Ridge Home Services Inc., such as contractors, agency staff and third-party service providers. These people may be trained by their own employer if we verify it.

A2. What the training covers

Training is appropriate to each person’s duties (s. 7(2)) and covers:

Topic	Required by	Everyone	Managers / HR / policy developers
Purposes of the AODA and the requirements of the Customer Service Standards	s. 80.49(2)	✓	✓
How to interact and communicate with people with various types of disability	s. 80.49(2)1	✓	✓
Assistive devices, service animals and support persons	s. 80.49(2)2	✓	✓
How to use the accessibility equipment and devices we provide	s. 80.49(2)3	✓	✓
What to do if someone is having difficulty accessing our goods, services or facilities	s. 80.49(2)4	✓	✓

Topic	Required by	Everyone	Managers / HR / policy developers
The IASR requirements that apply to SAMPLE Maple Ridge Home Services Inc. (information and communications, employment, public spaces)	s. 7(1)	Overview	In depth
The <i>Ontario Human Rights Code</i> as it pertains to persons with disabilities	s. 7(1)	✓	✓
SAMPLE Maple Ridge Home Services Inc.'s own accessibility policies (Documents 01–07)	s. 7(4), s. 80.49(4)	✓	✓
Accommodation process, IAPs, return to work, emergency response plans	ss. 27–29	–	✓

A3. How and when training is delivered

- **Method:** A facilitated 45-minute team session using the training summary in Part C, supplemented by the free AccessForward online modules (accessforward.ca), with completion recorded in Part B.
- **New people:** trained **as soon as practicable**, with a target of **within 30 days** of their start date and before working alone with customers where possible (ss. 7(3), 80.49(3)).
- **Current people:** everyone on staff on October 21, 2026 completes training by **December 15, 2026**, unless they have already completed equivalent training and it is recorded.
- **Policy changes:** whenever these policies change, affected people get refresher training on the changes (ss. 7(4), 80.49(4)).
- **Refreshers:** SAMPLE Maple Ridge Home Services Inc. reviews the training content at least every three years, at the same time as each compliance report.

A4. Free training resources you may use

- **AccessForward** (free, funded by the Government of Ontario): online modules on the Customer Service Standard and the other IASR standards, with certificates of completion – <https://accessforward.ca/>
- **Ontario Human Rights Commission e-learning:** *Working Together: The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act* – <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>
- **Part C of this document**, used as a facilitator handout for a team session, or as a hand-out for people to read and sign.

A5. Records

SAMPLE Maple Ridge Home Services Inc. keeps a record of all accessibility training, including **the dates on which training was provided and the number of individuals trained** (ss. 7(5), 80.49(5)). Records are kept in Part B (or an equivalent spreadsheet), together with signed acknowledgements and certificates of completion. They are stored at **[location / shared drive folder]** for at least as long as the person is engaged plus three years [recommended retention period].

Part B: Training record log

Summary record (meets ss. 7(5) and 80.49(5)):

Session date	Training provided (topics / module names)	Delivery method	Trainer or provider	Number of individuals trained	Attendee list / certificates stored at

Individual record:

Name	Role (employee / volunteer / contractor / policy developer)	Start date	Customer Service (AODA) – date	IASR overview – date	Human Rights Code – date	Policy acknowledgement signed – date	Refresher due

Running total for the compliance report: Number of people trained to date: _____ Last training date: _____

Part C: Training summary handout

Read this summary, ask questions, then sign the acknowledgement at the end.

C1. Why accessibility matters

People with disabilities are customers, clients, colleagues and neighbours. Disabilities can be visible or invisible, permanent, temporary or episodic. The goal of accessibility is simple: everyone should be able to use our goods, services and facilities, and work here, with dignity and independence.

C2. The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA)

- **Purpose.** The AODA aims to achieve accessibility for Ontarians with disabilities by developing, implementing and enforcing accessibility standards for goods, services, facilities, accommodation, employment, buildings, structures and premises. It also provides for people with disabilities to be involved in developing those standards.
- **The standards.** The Integrated Accessibility Standards Regulation (O. Reg. 191/11, the “IASR”) contains five standards:
 1. **General requirements:** policies, plans, training, and kiosks.
 2. **Information and communications:** accessible formats and communication supports, accessible feedback, emergency information.
 3. **Employment:** accessible recruitment, accommodation, emergency response information, return to work, and performance and career processes.
 4. **Transportation:** mainly for transit and transportation providers.
 5. **Design of public spaces:** accessibility of newly built or redeveloped outdoor spaces, parking, service counters, queuing guides and waiting areas.

The **Customer Service Standards** are in Part IV.2 of the IASR.

- **Who must comply.** Every organization in Ontario that provides goods, services or facilities and has at least one employee in Ontario.
- **Reporting.** Businesses and non-profits with 20 or more employees file an accessibility compliance report every three years. The current deadline is December 31, 2026.

C3. The *Ontario Human Rights Code* and disability

- The *Human Rights Code* protects people from discrimination and harassment because of disability (and other grounds) in services, goods and facilities; housing; contracts; employment; and membership in unions and vocational associations.
- “Disability” in the Code is broad. It covers physical disabilities, mental impairments, developmental and learning disabilities, mental disorders, and injuries or disabilities for which benefits were claimed under the workplace insurance plan. It covers past, present and perceived disabilities.
- **Duty to accommodate.** Employers and service providers must accommodate the disability-related needs of people **to the point of undue hardship**. Undue hardship is assessed on only three factors: **cost, outside sources of funding (if any), and health and safety requirements (if any)**. Inconvenience, customer preference or staff morale are not factors.
- **Principles of accommodation:** respect for dignity, individualized solutions, and integration and full participation.
- **Everyone has a role.** The person asking for accommodation shares the information needed about their needs (not their diagnosis). The organization takes the request seriously, explores options, pays for the accommodation, and protects privacy.
- **The AODA does not replace the Code.** The accessibility standards do not replace the *Human Rights Code* and do not limit the duty to accommodate (IASR s. 1(2)). Where the AODA conflicts with another law, the provision giving the higher level of accessibility prevails (AODA s. 38).

C4. Interacting and communicating with people with various types of disability

General tips for everyone

- Ask “How may I help?” Do not assume what someone needs or can do.
- Speak directly to the person, not to their support person, interpreter or companion.
- Be patient. Give people time to speak, move and respond.
- Don’t touch a person, their assistive device or their service animal without permission.
- If you can’t understand someone, politely ask them to repeat or to try another method.
- Use plain language, and focus on the person, not the disability.

Type of disability	Helpful practices
Physical or mobility	Ask before helping. Don’t lean on or move mobility devices. Sit at eye level for longer conversations if possible. Keep paths, ramps and accessible doors clear, and describe the route if it is not obvious.
Vision loss	Identify yourself when you approach, and say when you leave. Offer your elbow to guide; don’t grab. Describe surroundings and read information aloud if asked. Don’t distract a guide dog.
Deaf, deafened or hard of hearing	Get the person’s attention before speaking (wave or tap gently). Face the person, keep your face visible, and reduce background noise. Offer pen and paper, text or email. Speak clearly; don’t shout. Arrange interpreters or captioning if asked.
Deafblind	Usually accompanied by an intervenor. Speak to the person, not the intervenor. Identify yourself to the intervenor. Don’t touch the person suddenly.
Speech or language	Give the person time. Don’t interrupt or finish their sentences. Ask yes/no questions where helpful. Confirm what you understood.
Learning disabilities	Offer information in different formats (verbal and written). Be patient, and give one step at a time. Allow extra time.

Type of disability	Helpful practices
Intellectual or developmental	Use plain language and short sentences. Provide one piece of information at a time. Be patient, and check understanding. Treat adults as adults.
Mental health	Be respectful, calm and supportive. Listen. Ask what would help. Don't take behaviour personally. If someone is in crisis, stay calm, ask how you can help, and follow emergency procedures if there is a safety risk.

C5. Assistive devices, service animals and support persons

- **Assistive devices** (wheelchairs, walkers, canes, hearing aids, screen readers, communication boards, oxygen tanks and so on) are welcome. Don't touch or move them without permission.
- **Service animals** are welcome in the areas of our premises open to the public. You can recognize one by a vest or harness, or by documentation from a listed regulated health professional. Don't pet, feed or distract a service animal. Never ask about the person's disability. If an animal is excluded by law (for example, from a food preparation area), offer another way to serve the person.
- **Support persons** are welcome. Never separate a person from their support person. Talk to the customer, not the support person.

C6. Our equipment and alternatives

Know where the following are and how to use them: **[list your accessible entrance, elevator, accessible washroom, automatic door opener, accessible parking, hearing loop, large-print forms, magnifier, accessible payment terminal, phone/relay service]**. If equipment is out of service, follow *Document 07* (temporary disruptions).

C7. If someone is having difficulty accessing our goods, services or facilities

1. Ask the person how you can help, and listen.
2. Offer alternatives: a different format, location, time or method of service (phone, email, curbside, in person).
3. If you can't solve it, get a manager or Jordan Sample right away.
4. Tell the person how to give feedback (*Document 04*), and thank them for raising it.

C8. Our policies

SAMPLE Maple Ridge Home Services Inc.'s accessibility documents are: 01 Accessibility Policy · 02 Accessible Customer Service Policy · 03 Multi-Year Accessibility Plan · 04 Accessible Formats & Feedback · 05 Employment Procedures · 06 Emergency Response Information · 07 Temporary Disruptions. Ask Jordan Sample (accessibility@example.com) for copies.

C9. Acknowledgement

I have received and reviewed the SAMPLE Maple Ridge Home Services Inc. accessibility training summary. I understand my responsibilities under the AODA, the Integrated Accessibility Standards Regulation, the *Ontario Human Rights Code*, and SAMPLE Maple Ridge Home Services Inc.'s accessibility policies.

Name	
Role	

Training method / module(s) completed	
Date	
Signature	

SAMPLE Maple Ridge Home Services Inc. · Document 08 · Effective October 21, 2026
This kit is a template package and guidance, not legal advice.

2026 Accessibility Compliance Report: Answer Guide and Filing Instructions

Prepared for	SAMPLE Maple Ridge Home Services Inc.
Your reporting category	Business / Non-profit · 20–49 employees (34 employees in Ontario)
Number of compliance questions you will see	1 (Customer Service Standards)
Filing deadline	December 31, 2026 (then every three years)
Where to file	Accessibility Compliance Reporting Portal: https://accessibilityreporting.ontario.ca/en-US/
Who must certify	A senior officer with legal authority to bind the organization (suggested: Alex Sample, President)

Important. The report is certified by your organization. Providing false or misleading information in an accessibility report is an offence under the AODA. Answer **Yes** only when the requirements are actually in place. If something is not yet in place, either complete it before you file (most items in this kit can be done in days), or answer **No**, tick the areas that apply, and explain your plan in the comment box. This guide reflects the 2026 portal and O. Reg. 191/11 as of October 2026. Always read the question on screen and the linked “Resources” before answering.

1. Before you start: information you will need

Portal field	Your information	Notes
Organization category	Business or Non-profit	
Number of employees range	20–49 employees	Count full-time, part-time, seasonal and contract workers in Ontario. Do not count employees outside Ontario, volunteers or independent contractors.
Organization legal name	SAMPLE Maple Ridge Home Services Inc.	Must match your CRA registration
Operating / business name	SAMPLE Maple Ridge Home Services	
Number of employees in Ontario	34	
Business number (BN9)	_____	The 9-digit CRA business number. Find it in CRA My Business Account or on a GST/HST or corporate notice of assessment. No BN9? Email AODA.assistance@ontario.ca for an AODA identifier.

Portal field	Your information	Notes
Sector / subsector / industry group	home renovation and repair services → NAICS code: _____	Look up your NAICS code with Statistics Canada's NAICS search.
Business address	100 Example Street, Suite 200, Kitchener, Ontario N2G 0A0	Where letters can reach the director/officer accountable for AODA compliance
Mailing address	100 Example Street, Suite 200, Kitchener, Ontario N2G 0A0	Where letters can reach the person coordinating AODA compliance
Certifier	Alex Sample, President	Must have authority to bind the organization
Primary contact	Jordan Sample, Operations Manager · 519-555-0100 · accessibility@example.com	Can be the same person as the certifier

2. Your compliance questions: what “Yes” requires, and where this kit covers it

Organizations with 20–49 employees answer **one** question. You are legally required to comply with the other standards too (general requirements, information and communications, employment), but you only *report* on customer service (O. Reg. 191/11, s. 86.1).

Question 1. “Is your organization in compliance with all applicable requirements of the Customer Service Standards?”

You can answer **Yes** when **all** of the following are true:

✓	Requirement (O. Reg. 191/11)	Covered by this kit
☐	You have customer service policies that follow the principles of dignity, independence, integration and equal opportunity, communicate in a way that takes disability into account, and deal with assistive devices (s. 80.46(1)–(3)).	Doc 02 , sections 1–4. Approve and sign it.
☐	People with disabilities can bring service animals and support persons onto premises open to the public. A support person is required only after consultation, for health or safety, with no other reasonable way. Any support person fee is posted in advance and waived when you require one (s. 80.47).	Doc 02 , sections 5–6
☐	You give public notice when facilities or services that people with disabilities rely on are disrupted. The notice gives the reason, the expected duration and the alternatives (s. 80.48(1)–(2)).	Doc 07 templates A–C
☐	Everyone (employees, volunteers, policy developers, contractors serving customers) has been trained on the required topics, as soon as practicable, and again when policies change (s. 80.49(1)–(4)).	Doc 08 , Part C handout + Part B log. Train everyone before you file .
☐	You have a feedback process for how you serve people with disabilities. It says what happens with complaints, offers accessible formats and communication supports, and is readily available to the public (s. 80.50(1)–(4)).	Doc 04 , Part B + public notice C2
☐	You provide documents in accessible formats on request, in a timely way, at no extra cost, after consulting the person (s. 80.51).	Doc 04 , Part A

Suggested comment (edit to match what you actually did):

Customer service policy approved October 21, 2026 (incl. assistive devices, service animals, support persons). Temporary disruption procedure and notice templates in place. All staff, volunteers and contractors trained on the Customer Service Standards; training log maintained. Accessible feedback process published with accessible formats on request. Accessibility contact: Jordan Sample, accessibility@example.com.

Also in place, but not reported at your size (have these ready in case of an audit): accessibility policies (Doc 01); IASR and *Human Rights Code* training (Doc 08); public notice that accessible formats are available (Doc 04 C1); accessible public emergency information and individualized workplace emergency response information (Doc 06); recruitment, onboarding and accommodation notices (Doc 05).

3. How to file online, step by step

Based on the Ministry's Accessibility Compliance Reporting Portal User Guide (February 2026).

1. **Get your information ready** (section 1 above), including your BN9 and the certifier's details.
2. Go to <https://accessibilityreporting.ontario.ca/en-US/> and select **Sign In / Create Account** → **Create Account**.
3. Enter an email and a password (at least 8 characters, with an uppercase letter, a lowercase letter, a number and a symbol). **Write down which email you used**. If you forget it, you have to open a new account and lose saved progress.
4. Enter the **verification code** sent to your email, then complete your profile (first name, last name, phone) and select **Save**.
5. From the menu or the Services panel, choose **New Submission** → **Accessibility Compliance Report** → **Begin Submission**.
6. **Organization category**: select **Business / Non-profit** → Next.
7. **Employee range in Ontario**: select **20–49 employees** → Next. The range decides which questions you get.
8. **Add organization**: select **Add New** and enter your legal name, BN9, number of employees in Ontario, sector/subsector/industry group, business address and mailing address → **Save** → Next. You can add up to 20 related organizations only if they have the same category, employee range, certifier and answers.
9. **Certification**: the certifier ticks “*I certify that all the information is accurate, and I have the authority to bind the organization*”, enters the date, and completes the certifier and primary contact details. Tick the box if the primary contact is the same person.
 - **Tip**: if someone else prepares the report, use **Save**, then **Saved Submissions** → **Share** to send it to the certifier to review.
10. **Compliance questions**: answer each question using section 2 of this guide. Add comments.
11. **Review** the summary page, use **Back** to fix anything, then select **Submit**. If any answer is No, a confirmation pop-up appears. Choose *Yes, Submit* or *No, Go Back*.
12. **Confirmation**: the certifier and primary contact get an email with a **confirmation number**. Keep it.
13. **Keep a copy**: go to **Previous Submissions** → **Print** to save a PDF of your filed report with your accessibility records.

Save as you go. Select **Save** at any step. Drafts are under **Saved Submissions**. Anything not saved before **Cancel** is lost.

4. After you file

- ☐ File the confirmation email, the PDF of the report and this kit's signed documents together.
- ☐ Keep training records up to date as people join (Doc 08, Part B).
- ☐ Update your organization profile in the portal (**New Submission** → **Organization Profile Update**) if your address, primary contact, employee count or status changes (for example, you drop below 20 employees).
- ☐ Calendar reminders: annual plan check (Doc 03), next full plan review by October 21, 2031, and the next compliance report (expected in 2029, three years after 2026).

5. Why filing matters

- Filing is a legal obligation under the AODA for businesses and non-profits with 20+ employees. The Ministry says it verifies compliance by requiring reports, auditing and inspecting organizations, and enforcing where appropriate.
- Under O. Reg. 191/11 (s. 83, Schedule 3), administrative penalties for corporations range from **\$500 to \$15,000**, depending on how severe the contravention is and on the organization's history. In the most serious cases they can be applied **per day, up to \$100,000**. On conviction for an offence, the AODA (s. 37) allows fines of up to **\$100,000 per day** for a corporation.

6. Help from the Province

AODA Contact Centre: **1-866-515-2025** (toll-free) · 416-849-8276 · TTY 1-800-268-7095 · TTY 416-325-3408
· **AODA.assistance@ontario.ca**

Guidance pages: <https://www.ontario.ca/page/completing-your-accessibility-compliance-report> and <https://www.ontario.ca/page/accessibility-rules-businesses-and-non-profits>

SAMPLE Maple Ridge Home Services Inc. · Document 09 · Prepared October 21, 2026
This kit is a template package and guidance, not legal advice.