AODA Compliance Requirements Quick Reference*				
	Under 20	20-49	Over 49	Public
Reporting	None	Every 3 years	Every 3 years	Every 2 years
Create Accessibility Policies -documented -tell employees & customers -notify the public -provide them in accessible format on request	Not required to document	Not required to document	✔	✔
Multi-Year Accessibility Plan -post plan on website -provide in accessible format, on request -review & update at least once every 5 years	✘	✘	✔	✔
Accessibility Status Report	✘	✘	✘	✔
Train Staff & Volunteers -Human Rights Code -accessible customer service -accessibility requirements for job/organizations	✔	✔	✔	✔
Buy Accessible Goods, Services & Facilities	✘	✘	✘	✔

Plan for Accessible Self-Service Kiosks (if applicable)	✓	✓	✓	✓
Provide Accessible Customer Service -communication -allow assistive devices -welcome service animals & support persons -provide notice of temporary disruptions -create accessible feedback mechanisms -provide documents in accessible format on request	✓	✓	✓	✓
Implement Accessible Employment Practices -recruitment process -inform employees of supports -offer accessible formats & communication supports -individualized accessible emergency response information -document individual accommodation plans -create return to work process & plans for absence due to disability -consider needs of employees with disabilities re: performance management, career development processes	✓	✓	✓	✓

Provide Accessible Information -emergency & public safety information -feedback processes -employee information -other public information -education and training -websites	✓	✓	✓	✓
Create Accessible Public Spaces -parking lots, sidewalks -service counters -waiting areas -playgrounds	✓	✓	✓	✓
Provide Accessible Transportation Services	✗	✗	✗	✓

*for a full listing of the requirements, be sure to visit Accessibility in Ontario and read the *Accessibility for Ontarians with Disabilities Act*.