**Add stock/company or document related Image here,**

*Once you add image, click on it got to “Picture format” and then from “Arrange” tab go to the “sent to back” and click sent to back option. Also make sure the wrap the image “behind text” is also checked. And manually position image.*

Accessibility Standards   
Policy

Compliant with the Accessibility for Ontarians with Disabilities Act (AODA)

**Updated: January 22, 2025**

Prepared For: [Enter your client name here]

Completed By: [enter your team name here]

**Add Your Company Logo/Name here**

**Table of Contents**

[Accessibility Standards Policy 2](#_Toc188099333)

[How to Use This Document 2](#_Toc188099334)

[Policy Statement 3](#_Toc188099335)

[Purpose 3](#_Toc188099336)

[Scope 3](#_Toc188099337)

[Core Principles 3](#_Toc188099338)

[Commitments 3](#_Toc188099339)

[Accessible Customer Service 3](#_Toc188099340)

[Information and Communications 3](#_Toc188099341)

[Employment Practices 4](#_Toc188099342)

[Design of Public Spaces 4](#_Toc188099343)

[Feedback Process 4](#_Toc188099344)

[Training 4](#_Toc188099345)

[Emergency Information 4](#_Toc188099346)

[Additional Resources 4](#_Toc188099347)

[Government Resources 4](#_Toc188099348)

[Review and Updates 5](#_Toc188099349)

[Disclaimer 5](#_Toc188099350)

[Addendum A: Customer Feedback Form 6](#_Toc188099351)

[Feedback Form 6](#_Toc188099352)

[Addendum B: Individualized Emergency Response Plan Template 7](#_Toc188099353)

# Accessibility Standards Policy

## How to Use This Document

This Accessibility Standards Policy is designed to help your business comply with the Accessibility for Ontarians with Disabilities Act (AODA) and improve accessibility for people with disabilities. To use this document effectively:

1. **Read Carefully:** Understand the requirements under AODA and ensure they apply to your business.
2. **Customize:** Modify the content to reflect your company’s specific practices and procedures.
3. **Train Staff:** Share the policy with employees and provide training to ensure compliance.
4. **Review Regularly:** Update the policy periodically to maintain compliance with AODA.

***Note:*** *This document includes helpful links, forms, and resources to ensure your business exceeds AODA compliance standards.*

# Policy Statement

[Your Company Name] is committed to creating an inclusive environment by identifying, removing, and preventing barriers for people with disabilities. We strive to meet or exceed the standards set by the Accessibility for Ontarians with Disabilities Act (AODA).

## Purpose

This policy outlines the measures we take to ensure accessibility for people with disabilities. It applies to all employees, contractors, volunteers, and clients of [Your Company Name].

## Scope

This policy applies to:

* Customer service
* Information and communication
* Employment practices
* Public spaces (if applicable)

## Core Principles

1. **Dignity:** Treat all individuals with respect and ensure equal access to services.
2. **Independence:** Allow people with disabilities to perform tasks on their own where possible.
3. **Integration:** Provide services in a way that allows people with disabilities to benefit in the same way as others.
4. **Equality of Opportunity:** Ensure equal opportunities for people with disabilities.

# Commitments

## Accessible Customer Service

We are committed to providing exceptional customer service to people with disabilities by:

* Allowing assistive devices, service animals, and support persons.
* Training employees to communicate effectively with people with disabilities.

## Information and Communications

We ensure that information is available in accessible formats upon request by:

* Offering documents in large print, Braille, and audio formats.
* Using accessible website design in compliance with WCAG 2.0 Level AA standards.

## Employment Practices

Our hiring process accommodates people with disabilities by:

* Providing interview formats that meet the needs of candidates.
* Offering accessible workspaces and tools.

## Design of Public Spaces

If applicable, we ensure accessibility in public spaces by:

* Installing ramps, elevators, and automatic doors.
* Marking accessible parking spots.

# Feedback Process

We welcome feedback on how we provide accessible services. Feedback can be provided:

* In person
* By phone
* By email
* Through our online feedback form

# Training

All employees, volunteers, and contractors will receive training on:

* The AODA and its requirements.
* This policy and related procedures.
* How to interact with people with disabilities.

# Emergency Information

We provide individualized emergency response plans for employees with disabilities.

# Additional Resources

## Government Resources

* **AODA Compliance Assistance:** Visit the [Accessibility Directorate of Ontario](https://www.ontario.ca/page/accessibility-directorate-ontario) for guidance and support.
* **Human Rights and Disabilities:** Learn more about disability rights at the [Ontario Human Rights Commission](http://www.ohrc.on.ca/en/disability-and-human-rights).

# Review and Updates

This policy will be reviewed annually or as legislation changes. Updates will be communicated to all staff.

***Disclaimer:*** *This policy is provided as a general guideline to help businesses comply with AODA standards. It is not intended as legal advice. For specific legal guidance, consult an employment lawyer or accessibility consultant.*

*By implementing this Accessibility Standards Policy, your organization demonstrates its commitment to inclusivity and compliance with the AODA. This policy not only meets legal requirements but also fosters a positive and accessible environment for everyone.*

# Addendum A: Customer Feedback Form

## Feedback Form

1. **Date of Feedback:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Feedback Provided By (optional): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Feedback Type:

Positive Experience  Issue/Concern  Suggestion

1. Details of Feedback:
2. Preferred Contact Method (if follow-up is required):

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Action Taken (internal use only):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Addendum B: Individualized Emergency Response Plan Template

1. Employee Information:

* Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Position/Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Potential Emergency Situations:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Assistance Required:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Emergency Contacts:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Response Procedures:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Review and Updates:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please delete the last page once you are done.**

****



**Email:** [contact@prosupporthr.ca](mailto:contact@prosupporthr.ca)

**Phone:** 289-628-1484

**Website:** <https://prosupporthr.ca>

**Copyright © 2025 Prosupport HR Partners**

All rights reserved. Unauthorized reproduction or distribution of this template is prohibited

**Contact Us:**