## Private and Nonprofit Organizations
### (50+ employees)

**2012**  Customer Service
- Train all staff and volunteers, including Board Members
- Policy
- File accessibility report

Information & Communications
- Emergency and public safety information

Employment
- Workplace emergency plan for employees with disabilities

**2013**  Information & Communications
- Educational and training resources and materials
- Training to educators

**2014**  General Requirements
- Policies
- Multi-year Accessibility Plans
- Kiosks
- File accessibility report

Information & Communications
- All new internet websites and web content on those sites must conform with WCAG 2.0 level A

**2015**  General Requirements
- Training of all staff and volunteers

Information & Communications
- Producers of educational or training material - Textbooks
- Educational libraries – print-based resources
- Accessible feedback processes

**2016**  Information & Communications
- Accessible formats and communication supports

Employment
- Recruitment
- Employee accommodation
- Employees returning to work
- Performance management, career development and redeployment

**2017**  Design of Public Spaces
Make new or redeveloped:
- Recreational trails and beach access routes accessible
- Outdoor public use eating areas accessible
- Outdoor play spaces accessible
- Exterior paths of travel
- Off-street parking lots accessible
- Service counters, fixed queuing guides and waiting areas with fixed seating accessible
- Maintain accessible elements of public spaces

General Requirements
- File accessibility report

**2020**  Information & Communications
- Producers of educational or training material – Supplementary print materials
- Educational libraries - multi-media/digital resources

General Requirements
- File accessibility report

**2021**  Information & Communications
- All internet website and webs content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)

## Private and Nonprofit Organizations
### (1-49 employees)

**2012** Customer Service

- Train all staff and volunteers, including Board Members
- Policy

Information & Communications

- Emergency and public safety information

Employment

- Workplace emergency plan for employees with disabilities

**2015** General Requirements

- Policies (not written)
- Kiosks

Information & Communications

- Producers of educational or training material - Textbooks
- Educational and training resources and materials
- Training to educators
- Educational libraries- print-based resources

**2016** General Requirements

- Training of staff and volunteers

Information & Communications

- Accessible feedback processes

**2017** Information & Communications

- Accessible formats and communication supports

Employment

- Recruitment
- Employees and accommodation
- Performance management, career development, and redeployment

**2018** Design of Public Spaces

Make new or redeveloped:

- Recreational trails and beach access routes accessible
- Off-street parking lots accessible
- Service counters, fixed queuing guides and waiting areas with fixed seating accessible

**2020** Information & Communications

- Producers of educational or training material – Supplementary print materials
- Educational libraries - multi-media/digital resources

# Timelines for Compliance with the AODA

## Designated Public Sector Organizations
### (50+ employees)

(Transportation Standard deadlines not included)

**2010 Customer Service**
- Train all staff and volunteers, including Board Members
- Policy
- File accessibility report

**2012 Information & Communications**
- Emergency and public safety information

Employment
- Workplace emergency plan for employees with disabilities

**2013 General Requirements**
- Policies
- Multi-Year Accessibility Plan
- Kiosks
- Procurement or acquiring good, services or facilities
- File accessibility report

Information & Communications
- Educational and training resources and materials
- Training to educators
- Public libraries

**2014 General Requirements**
- Training of all staff and volunteers

Information & Communications
- All new internet websites and web content on those sites must conform with WCAG 2.0 level A
- Accessible feedback processes

Employment
- Recruitment
- Employee accommodation
- Employees returning to work
- Performance management, career development and redeployment

**2015 Information & Communications**
- Accessible formats and communication supports
- Educational libraries – print-based resources
- Producers of educational or training material – Textbooks

General Requirements
- File accessibility report

**2016 Design of Public Spaces**
Make new or redeveloped:
- Recreational trails and beach access routes accessible
- Outdoor public use eating areas accessible
- Outdoor play spaces accessible
- Exterior paths of travel
- On and off street parking lots accessible
- Service counters, fixed queuing guides and waiting areas with fixed seating accessible
- Maintain accessible elements of public spaces

**2017 General Requirements**
- File accessibility report

**2019 General Requirements**
- File accessibility report

**2020 Information & Communications**
- Educational libraries - multi-media/digital resources
- Producers of educational or training material – Supplementary print materials

**2021 Information & Communications**
- All internet websites and web content must conform with WCAG 2.0 level AA (excluding live captioning and audio description)

General Requirements
- File accessibility report

## Designated Public Sector Organizations
(1-49 employees)

2010    Customer Service

- Train all staff and volunteers, including Board Members
- Policy
- File accessibility report

2012    Information & Communications

- Emergency and public safety information

Employment

- Workplace emergency plans for employees with disabilities

2013    General Requirements

- File accessibility report

2014    General Requirements

- Policies
- Multi-Year Accessibility Plans
- Kiosks
- Procurement or acquiring goods, services or facilities

Information & Communications

- All new internet websites and web content on those sites must conform with WCAG 2.0 level A

2015    General Requirements

- Train all staff and volunteers

Information & Communications

- Educational and training resources and materials
- Training to educators
- Educational libraries – print-based resources
- Producers of educational or training material - Textbooks
- Accessible feedback processes

Employment

- Recruitment
- Employee accommodation
- Employees returning to work

- Performance management, career development and redeployment

2016    Information & Communications

- Accessible formats and communication supports

Design of Public Spaces

Make new or redeveloped:

- Recreational trails and beach access routes accessible
- Outdoor public use eating areas accessible
- Outdoor play spaces accessible
- Exterior paths of travel
- On and off street parking lots accessible
- Service counters, fixed queuing guides and waiting areas with fixed seating accessible
- Maintain accessible elements of public spaces

2017    General Requirements

- File accessibility report

2019    General Requirements

- File accessibility report

General Requirements

- File accessibility report

2020    Information & Communications

- Educational libraries - multi-media/digital resources
- Producers of educational or training material – Supplementary print materials

2021    Information & Communications

- All internet websites and web content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)

General Requirements

- File accessibility report