# Office of the Auditor General of Ontario

# Accessibility Status Report 2025

The Office of the Auditor General of Ontario is committed to providing an inclusive and accessible environment in which people with disabilities can access our services, information, facilities, and employment opportunities with dignity and independence.

The Office continues to identify, prevent, and remove accessibility barriers in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"), its associated accessibility standards, and the *Ontario Human Rights Code*.
The Office has established a multi-year accessibility plan that outlines its approach to improving accessibility and meeting applicable legislative requirements. This Annual Status Report provides an update on the progress made during 2025 to implement that plan and advance accessibility across the organization.

If you require this report in an alternate format or require communication supports, please contact the Office of the Auditor General of Ontario at Accessibility@auditor.on.ca / 416-327-2381. We will work with you to provide the information in a format that meets your accessibility needs.

**Update Related to the Design of Public Spaces Standards**

Office renovations completed during the reporting period were planned and carried out with accessibility requirements and standards in mind. Accessibility considerations were incorporated into the renovation process to support an inclusive and accessible workplace for employees, visitors, and other users of the Office's facilities. The work was undertaken in accordance with applicable accessibility standards for the built environment and public spaces. The Office will continue to consider accessibility when planning future renovations, changes to its physical premises, or improvements to publicly accessible areas.

**Update Related to the Information and Communications Standards**

During 2024–25, the Office updated its external website to meet applicable accessibility requirements and standards.

The website update supports more accessible access to the Office's public information, reports, services, and online content. Accessibility was considered as part of the website's design and implementation to improve usability for people who use assistive technologies or otherwise require accessible digital content.

The Office remains committed to maintaining the accessibility of its website and digital information. Accessibility considerations will continue to be incorporated into the development, review, and publication of online content and documents. The Office will also continue to provide information and communications in accessible formats or with communication supports upon request, in consultation with the person making the request.

**Update Related to the Customer Service Standards**

The Office remains committed to providing accessible services to members of the public and other stakeholders.

Where a person with a disability requires an accommodation to access the Office's services, information, or facilities, the Office will work with the individual to identify an appropriate solution that respects their dignity, independence, integration, and equal opportunity.

Employees are expected to consider accessibility when communicating with and providing services to the public. The Office will continue to review its practices and respond to accessibility feedback to identify and address barriers to service.

**Update Related to the Employment Standards**

In 2025, the Office implemented an applicant tracking system to strengthen accessibility throughout the recruitment and selection process.

The new system provides a more consistent platform for managing job applications and supports the Office's efforts to provide an inclusive and accessible candidate experience. Accessibility considerations were incorporated into the implementation of the system to help reduce potential barriers for applicants with disabilities.

The Office continues to advise job applicants that accommodation is available during the recruitment and assessment process. Accommodation requests are

addressed in consultation with the applicant and in a manner that takes the person’s individual accessibility needs into account.

Employees are also informed of the availability of workplace accommodation. The Office remains committed to supporting employees with disabilities throughout the employment life cycle, including during onboarding, performance management, career development, return-to-work processes, and organizational change.

**Update Related to Training Requirements**

In 2025, all staff completed renewed training on the AODA and applicable accessibility standards.

The training reinforced employees’ responsibilities for identifying, preventing, and removing accessibility barriers and for supporting the inclusion of people with disabilities in the workplace and in the delivery of the Office’s services. Accessibility training was also more fully integrated into the employee onboarding process through the implementation of a learning management system. The system provides a structured and consistent method for assigning, delivering, and tracking required accessibility learning for new employees.

Integrating AODA training into the learning management system supports timely completion, consistent delivery, and improved organizational oversight of mandatory accessibility training. Accessibility learning will continue to form part of the Office’s onboarding and ongoing employee development activities.

**Accessibility Feedback**

The Office welcomes feedback about accessibility, including feedback on barriers experienced when accessing its services, information, facilities, employment processes, or digital content.

Accessibility feedback may be provided through Accessibility@auditor.on.ca. The Office will review feedback and take appropriate action to address identified barriers where required.

Personal information provided through the accessibility feedback process will be handled in accordance with applicable privacy requirements.

**Looking Ahead**

The Office will continue to monitor the implementation of its multi-year accessibility plan and identify opportunities to improve accessibility across the organization.

Priorities will include:

- maintaining the accessibility of the Office's external website and digital content;
- considering accessibility in facilities planning and future renovations;
- supporting accessible and inclusive recruitment and employment practices;
- maintaining the integration of accessibility training within employee onboarding;
- providing refresher or role-specific accessibility training where appropriate;

- responding to requests for accessible formats, communication supports, and accommodation; and
- reviewing accessibility feedback to identify and remove barriers.

The Office will report annually on its progress and will update its multi-year accessibility plan in accordance with applicable AODA requirements.