Office of the Auditor General of Ontario

Accessibility Policy

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1.0 Document History

Revision Number	Revision Date	Effective Date	Description of Changes	Approved By
N/A	N/A	October 1, 2026	N/A	Pauline Yick, Chief Operating Officer

2.0 Policy Statement

The Office of the Auditor General of Ontario ("OAGO" or "Office") is committed to ensuring equal access and participation for persons with disabilities. We are committed to treating persons with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of persons with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

The OAGO is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.
The Office understands that obligations under the A*ccessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to persons with disabilities under any other law.

The OAGO is committed to excellence in serving and providing goods, services, or facilities to all members of the public, including persons with disabilities.
Our Accessible Customer Service Policy is consistent with the principles of independence, dignity, integration, and equality of opportunity for persons with disabilities.

3.0 Purpose of the Policy

This policy has been drafted in accordance with Ontario Regulation 191/11: Integrated Accessibility Standards ("Regulation") under the AODA. Its purpose is to provide the overall strategic direction the OAGO will follow in order to meet the Regulation's requirements and provide accessibility support to Ontarians with disabilities.

The requirements of the Regulation include:

- the establishment, implementation, maintenance, and documentation of a multi-year accessibility plan that outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Regulation.
- the incorporation of accessibility criteria and features when procuring or acquiring goods, services, facilities, training; and other specific requirements under the Information and Communication Standards and Employment Standards.

This policy will be made available in an alternative format upon request.

4.0 Application

This policy applies to everyone within the OAGO, including employees (permanent and contract) and consultants who interact with the public or other organizations on its behalf.

5.0 Effective Date and Timing

This policy comes into effect on October 1, 2026.

6.0 Definitions

For the purposes of this policy, these terms have the following meanings:

Accessible formats	For the purposes of this policy, the term "accessible formats" may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats used by persons with disabilities.
Accommodation	The special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.
Communication supports	For the purposes of this policy, the term "communication supports" may include, but are not limited to, captioning, plain language, sign language, and other supports that facilitate effective communications.
Communications	The interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

Disability	For the purpose of this policy, the term “disability” includes: (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; (b) a condition of mental impairment or a developmental disability; (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; (d) a mental disorder; or (e) an injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act, 1997, S.O. 1997, c. 16, Sched. A.

Employee	Any person regarding whom the OAGO pays wages or a salary, has control over their assigned work and has a right to control the details of their work. This includes, but is not limited to full-time, part-time, and contract employees.
Information	Includes data, facts, and knowledge that exist in any format, including text, audio, digital, or images, and that convey meaning.
Level AA	The mid-range level of conformance to the Web Content Accessibility Guidelines (WCAG) version 2.0 standards. At this level, websites and web content become much easier for users with disabilities to use because common barriers are addressed, such as blurry or overly small text, web content that is not organized in a logical order and missing video captions. It is the widely accepted standard among governments and businesses globally for web accessibility.
Mobility aid	Means a device used to facilitate the transport, in a seated posture, of a person with a disability.
Mobility assistive device	Means a cane, walker or similar aid.

Web Content Accessibility Guidelines (WCAG) 2.0	A set of guidelines designed to make digital and web content accessible to people with wide-ranging disabilities.

7.0 Roles and Responsibilities

- **Employees:**
  - Complete mandatory training on the AODA customer service standard and the Ontario Human Rights Code.
  - Provide accessible service by interacting respectfully with people who use mobility aids or mobility assistive devices, service animals or support persons.
  - Communicate with People and Culture or management if they require personal workplace accommodations to perform their duties and if they require assistance during an evacuation.

- **People and Culture:**
  - Notify job applicants that accommodation is available during the interview and assessment phases.
  - Develop written individualized accommodation plans for employee who request them.
  - Manage return-to-work plans for employees returning to work after an absence due to a disability.

- **Operations:**
  - Partner with People and Culture to ensure accessibility is embedded across the OAGO.

- Ensure entrances, exits, washrooms, and common spaces are accessible and barrier-free and maintain accessible features such as automatic door openers, signage, and lighting.
- Incorporate accessibility requirements into renovations, office moves, furniture purchases, and facility upgrades.

- **Management:**
  - Provide guidance to staff on the Accessibility Policy.
  - Ensure everyday office practices align with the policy's customer service and employment standards.
  - Work directly with staff to implement customized adjustments such as flexible hours, a return-to-work plan, or assistive software.

- **Auditor General or designated sponsor:**
  - Review and approve the accessibility policy and multi-year accessibility plan.
  - Allocate the budget, resources, and tools required for digital accessibility, physical modifications to the environment and staff training.
  - Submit the required compliance reports to the Ontario government and ensure the OAGO meets regulatory deadlines.

8.0 General Requirements

Multi-year Accessibility Plan

The Office's Multi-Year Accessibility Plan (Plan) outlines a phased-in strategy to prevent and remove barriers and address the current and future requirements of the AODA. The Plan is posted on the website and will be provided in alternative formats upon request.

The Office will report annually on the progress and implementation of the Plan, posting this information on the website and providing it in alternative formats upon request.

The Plan will be reviewed and updated at least once every five years.

Procuring or Acquiring Goods, Services, or Facilities

The Office will use accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practical to do so (in which case, if requested to do so, the Office will provide an explanation). For example, the Office will ensure that any facilities it procures for off-site training are accessible to employees with disabilities, unless it is not practical to do so (and the Office will explain its actions if requested).

Training

The Office will ensure that training is provided to all employees (permanent and contract) on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities. The training will include how to interact and communicate with persons with disabilities, how to use equipment or devices provided by the Office that may help with the provision of goods or services to a person with a disability, and will be appropriate to the recipients' duties. It will be provided as soon as is practical. Further training will be provided on any changes that may be made to this policy or the requirements.

The Office will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

9.0 Requirements – Information and Communication Standards

9.1 Emergency Procedures, Plans or Public Safety Information

The Office will, in co-operation with building management, prepare special emergency procedures and plans whenever it is made aware of any requirements in this regard.

9.2 Accessible Websites and Web Content

The Office's internet and intranet websites and the web content on those sites will conform to Level AA of the Web Content Accessibility Guidelines (WCAG), version 2.0, as required by the Regulation.

9.3 Accessible Formats and Communication Supports

The Office will create Accessible Communication Standards that ensure the following:

- Upon request, the Office provides or arranges for the provision of accessible formats and communication supports for persons with disabilities.
- The Office does so in a timely manner that takes into account the person's accessibility needs.
- If there is a cost, the Office does not charge more for such formats and supports than it charges other persons.
- The Office consults the person as to what would be a suitable alternative format or communication support.
- The Office puts a statement on the website about the availability of accessible formats and communication supports.

10.0 Requirements – Employment Standards

10.1 Workplace Emergency Response Information

If the Office is aware of an employee's need for accommodation due to disability, and if the disability makes it necessary for the employee to have individualized workplace emergency response information, the Office will provide this information. It will do so as soon as is practical once it becomes aware of the need for accommodation.

If the employee requires assistance and provides consent, the Office will provide the information to a person it designates to assist the employee.
The Office will review the information when the employee's overall accommodation needs or plan are established and when it reviews its overall emergency response policies.

10.2 Employment

The Office will develop new or amend existing People and Culture policies and procedures to ensure the following:

- The Office informs its employees and the public that accommodation is available to applicants with disabilities during the recruitment process.
- The Office informs job applicants invited to an interview or testing that accommodations are available for the materials or processes used. If the applicant requests accommodation, the Office consults with them to determine a suitable option.
- The Office informs successful applicants about its policies for accommodating employees with disabilities.

10.3 Informing Employees of Supports

The Office will develop new or amend existing human resource policies and procedures to ensure the following:

- The Office informs employees of its policies for supporting employees with disabilities, including policies on job accommodations that take into account the employees' accessibility needs.
- The Office informs new employees of these policies as soon as practicable after they begin employment.
- The Office informs all employees of any changes to existing policies or requirements.

10.4 Accessible Formats and Communication Supports for Employees

In addition to creating Accessible Communication Standards (see Requirements Under the Information and Communication Standards), the Office will develop new, or amend existing human resource policies and procedures to ensure the following:

- The Office provides accessible formats, and communication supports, upon request, for information employees need to perform their job, and information generally available to employees in the workplace.
- The Office consults the employee making the request as to what would be a suitable accessible format or communication support.

10.5 Documented Individualized Plans

The Office will develop new or amend existing human resource policies and procedures to ensure the following:

- The Office provides an individualized accommodation plan in writing for any employee with a disability.
- The Office provides an individualized return-to-work plan in writing for any employee who has been absent from work due to a disability and requires disability-related accommodations to return to work.

10.6 Performance Assessment, Career Development and Advancement, and Redeployment

The Office will ensure that its procedures take into account the accessibility needs of employees with disabilities and their individual accommodation plans:

- when assessing their performance.
- in managing their career development and advancement; and
- when redeploying them.

11.0 Policy Review

The OAGO policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities.

In accordance with the AODA requirements, this component of the Multi-Year Accessibility Plan will be updated at least once every five years.
This document is available to the public in an alternative format and/or with accessible communication supports upon request.

12.0 Approval

Authorization	Pauline Yick Chief Operating Officer  Date: October 1, 2026
Effective Date	
Date Last Amended	Not applicable
Date of Next Review	As required
Contact	Accessibility@auditor.on.ca