Office of the Auditor General of Ontario

2026–2030 Multi-Year Accessibility Plan

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1.0 Document History

Revision Number	Revision Date	Effective Date	Description of Changes	Approved By
1.1	September 7, 2026	October 1, 2026	Initial 2026–2030 multi-year plan	Pauline Yick, Chief Operating Officer

2.0 Commitment and Legislative Framework

The Office of the Auditor General of Ontario ("OAGO") is committed to providing an inclusive, accessible environment in which employees, job applicants, auditees, suppliers, and members of the public can access services and participate with dignity, independence, integration and equality of opportunity. This 2026–2030 Multi-Year Accessibility Plan describes the OAGO's strategy to identify, prevent and remove barriers and to meet its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA"), Ontario Regulation 191/11, the Integrated Accessibility Standards Regulation ("IASR"), and the Ontario Human Rights Code. The Plan applies across the OAGO's operations and reflects an office of approximately 150 employees.

3.0 Plan Review

The OAGO will review progress against this Plan at least annually, prepare and post an annual status report, and review and update the Plan at least once every five years. Reviews and updates will be informed by consultation with persons with disabilities, including employees and people who use OAGO services, and by accessibility feedback, audit findings, accommodation trends and changes to legal requirements.

The Director, People and Culture will coordinate the annual review with Communications, Information Technology, Operations, Finance and Corporate Leadership. This Plan and annual status reports will be posted on the OAGO's public website and made available internally. They will also be provided in an accessible format or with communication supports, upon request, in consultation with the requester. Accessibility feedback may be directed to the contact identified in section 6.0; the OAGO will acknowledge and respond to feedback in a manner that takes the requester's communication needs into account.

4.0 Effective Date and Timing

This Plan covers 2026 through 2030 and takes effect upon approval. Unless a different date is specified, ongoing obligations will continue throughout the Plan period. Activities will be prioritized according to legal requirements, impact on persons with disabilities, operational risk and available resources.

5.0 Barrier Removal

The OAGO is committed to taking the following steps to identify, prevent, and remove barriers

5.1 Physical and Architectural Barriers

Action: Operations will complete an accessibility review of the office and public-facing areas by Q4 2029, establish a documented process for reporting and correcting physical barriers, and include accessibility requirements in renovations, relocations and emergency planning.

The review will address entrances, interior routes, meeting rooms, signage, service counters, washrooms, lighting, acoustics and temporary disruptions. Where the OAGO constructs or redevelops a public space covered by the Design of Public Spaces Standards, it will meet the applicable technical requirements and establish procedures for preventative and emergency maintenance of accessible elements and for temporary disruptions.

- **Lead:** Operations, with People and Culture and Joint Health and Safety Committee input.
- **Timeframe:** Review by Q4 2029; barriers addressed through prioritized upcoming renovations; monitoring ongoing.

5.2 Information and Communications Barriers

Action: Maintain an accessible feedback process and notify the public that accessible formats and communication supports are available; consult with the requester on suitability and provide supports in a timely manner and at no additional cost.

- **Lead:** Communications.
- **Timeframe:** Ongoing.

Action: By Q4 2027, inventory high-use public and internal documents, assign remediation priorities, and introduce accessible templates and authoring checklists. Remediate priority policies, forms and reports by Q4 2028, with remaining legacy material remediated on request or when substantively revised.

- **Lead:** Communications and business owners.

Action: Test the public website, intranet, and key digital services once a year (at least every two years) using automated and manual methods, including keyboard and assistive-technology testing, and address material gaps against applicable WCAG 2.0 Level AA requirements.

- **Lead:** Communications (Public Website), Information Technology (Intranet and IT-managed systems).
- **Timeframe:** Initial implementation within 2 years , Annual after, 2027-2030.

Roles and Responsibilities:

- **Communications** will be responsible for maintaining accessibility compliance for the public website, including content, design, vendor management, and remediation activities arising from accessibility reviews.

- **Information Technology** will support accessibility testing, provide technical guidance, and assist in identifying accessibility gaps and remediation priorities, subject to available resources and budget.
- **People and Culture** will support accessibility initiatives through the accommodation process, assist in identifying employee accessibility needs in terms of accessing the internal/external website and reflect them to IT/Communications, and help ensure appropriate assistive technologies and adaptive equipment are available to staff where required.
- Accessibility-related changes to the public website will be implemented by Communications and its current or future website development contractors, as IT does not currently maintain the website codebase or content and does not have in-house web development resources.
- **Information Technology** will maintain accessibility requirements for the intranet, IT-managed applications, and will work with Communications and People and Culture to support organization-wide accessibility objectives.
- A baseline review of the public website, intranet, and key digital services will be conducted by all three teams periodically to identify material accessibility gaps and establish remediation priorities.

5.3 Attitudinal Barriers

Actions: The OAGO will provide role-appropriate training on Integrated Accessibility Standards Regulations (IASR), accessible customer service and the Human Rights Code as it relates to persons with disabilities to employees, volunteers, policy developers and others who provide goods, services or facilities on its behalf.

New employees will complete required training as soon as practicable after starting; refresher training will follow material policy or legal changes. Managers

will receive enhanced instruction on disability accommodation, inclusive supervision and preventing ableism. Completion records will be maintained, and annual awareness activities will reinforce inclusive practices.

- **Lead:** People and Culture.
- **Timeframe:** Program refreshed by Q4 2027; delivery and monitoring ongoing.

5.4 Technology Barriers

Actions: Information Technology will maintain accessibility requirements for new or significantly refreshed applications, hardware and software it has direct management over; include accessibility in project intake and acceptance testing; and assist in provide assistive technology or adaptive equipment through the accommodation process. A baseline review of critical systems will be completed by Q4 2027, with high-impact remediation plans established by Q4 2028 and progress tracked through 2030.

- **Lead:** Information Technology, with Communications, Finance and People and Culture.

IT will continue to respond to individual accessibility needs and will document recurring issues so that organization-wide solutions can be prioritized.

5.5 Barriers Created by Policies or Practices

Actions: People and Culture will maintain accessible recruitment, assessment and selection processes; notify candidates and employees about accommodation; maintain documented individual accommodation and return-to-work processes; provide accessible workplace information; and consider accessibility needs in performance management, career development and redeployment. Individualized workplace emergency response information will be provided as soon as practicable when the need is known and reviewed when circumstances change. A review of employment policies and templates will be completed by Q4 2027, with identified barriers addressed by Q4 2028.

- **Lead:** People and Culture and hiring managers.

Finance will incorporate accessibility criteria and features when procuring or acquiring goods, services, and facilities, except where not practicable. Where it is not practicable to use accessibility criteria, the reason will be documented and provided on request. Procurement templates and guidance will be reviewed by Q4 2027, and compliance will be monitored annually. Public-facing employees will maintain accessible customer-service practices, including use of assistive devices, support persons and service animals, and notice of temporary service disruptions.

5.6 Governance, Measurement and Reporting

The OAGO will publish an annual status report describing completed actions, outstanding barriers, feedback received and priorities for the following year. Progress measures will include required training completion rates, accessibility review and remediation status, response times for accessible-format requests, the number and themes of accessibility concerns, procurement exceptions, workplace accommodation process reviews and results of digital accessibility testing.

The Executive Committee will review progress annually. As a designated public-sector organization, the OAGO will file an accessibility compliance report every two years by the applicable statutory deadline. It will retain supporting records, including training records, accessibility reviews, procurement exceptions, consultation and feedback themes, accommodation-process documentation and evidence supporting compliance-report responses.

6.0 Approval

Authorization	Pauline Yick Chief Operating Officer  Date: October 1, 2026
Date of Next Review	Q1 2030
Contact	Accessibility@auditor.on.ca