

What is the *Accessibility for Ontarians with Disabilities Act*?

The *Accessibility for Ontarians with Disabilities Act's* (AODA) goal is to remove disability-related barriers across Ontario by 2025 and beyond. It asks some organizations to find, remove, and make sure that there are no barriers that stop persons with disabilities from being fully included in society. Barriers are anything that stop persons with disabilities from equally participating in society.

Who Does the AODA Apply to?

- The AODA applies to organizations under provincial jurisdiction. These include municipal or provincial government agencies or Ministries, non-profits and businesses. These are called "obligated" organizations.
- Obligated organizations have at least one employee and must follow the rules under the AODA.
- The AODA has different rules depending on the size of the organization. A small organization has 1 to 49 employees and a large organization has 50 or more employees.

What are the Requirements under the AODA?

The AODA requires that Standards are developed and become Regulation. Standards set some minimum requirements that help organizations identify, remove or prevent barriers in order to promote accessibility. There are currently five areas under the AODA. They are combined into one Integrated Accessibility Standards Regulation. **They include:**



Transportation: Transportation companies are required to use accessible equipment and features on their vehicles, routes and services. They must provide this information in accessible formats when asked. When accessible equipment is not working, companies must find other ways to accommodate passengers. They must also ensure that the equipment is fixed as soon as possible.



Information and Communication: Organizations must make information easy for persons with disabilities to access.



Employment: Employers must make their workplace accessible to potential or current workers with disabilities. Employees can be full-time, part-time, and seasonal or contract employees. This Standard does not apply to volunteers or unpaid persons.



Design of Public Spaces: Newly constructed or redeveloped communal spaces like sidewalks, parks, benches, parking spaces, or recreational trails accessible must be accessible.



Customer Service: Service providers must make their goods, services, and facilities accessible for customers with disabilities. This Standard covers any businesses or organization with more than one employee, including grocery stores, clothing stores or similar businesses.

In 2015, amendments were made to the Ontario Building Code that require accessibility features in all newly built or extensively renovated buildings.

For More Information

ARCH offers public legal education presentations and free, confidential, summary legal advice about the AODA and other accessibility laws to persons with disabilities in Ontario. Persons with disabilities who live in Ontario can call ARCH for free, confidential, summary legal information and advice. To find out about the type of legal advice ARCH provides and how to book an appointment, go to: www.archdisabilitylaw.ca/services.

You can also contact ARCH by telephone at 1-866-482-2724, teletypewriter service (TTY) at 1-866-482-2728 or by email at intake@arch.clcj.ca.

This information is not intended to be legal advice. Consult a lawyer or legal worker if you need legal advice on a specific matter. This information is current as of September 2025.