

# Timelines for Compliance with Accessibility Standards



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## Ontario Government

**Note** – all WCAG 2.0 requirements only apply to websites, web content and web-based applications that an organization can control either directly or through a contractual relationship, and where meeting the requirements are technically feasible

**2018**

**2012**

**2013**

**2014**

↓  
**2020**

**Information & Communications**

- Internet websites and web content conforms with WCAG level AA, (excluding live captioning and audio description). Content published prior to 2012 available in an accessible format upon request

**General Requirements**

- Training
- Accessible feedback processes

**Information & Communications**

- New internet websites and web content on those websites conforms with WCAG 2.0 level A

**Employment**

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

**Information & Communications**

- Internet and intranet websites and web content conforms with WCAG level AA, (including live captioning and audio description). Content published prior to 2012 available in an accessible format upon request

**Information & Communications**

- Accessible formats and communication supports
- All new documents and forms on internet websites conforms with WCAG 2.0 level A
- Production and deployment of new I + IT solutions developed in-house conforms to WCAG 2.0 level A where technically feasible

**General Requirements**

- Emergency and public safety information
- Accessibility plans
- Policies and practices
- Kiosks

**Employment**

- Workplace emergency information

**Broader Public Organizations  
50+**

**2010**

- Customer Service**
- Training
  - Policy

- General Requirements**
- File an Accessibility Compliance Report by **December 31, 2010**

**2011**

- Transportation**
- Technical requirements
  - Equal fares and fees
  - Verbal pre-boarding route or destination and on-board announcements
  - Courtesy seating
  - Public school transportation services
  - Other transportation services
  - Ferries (maintenance)
  - Maintenance of equipment
  - Integration of transportation services

**2012**

- General Requirements**
- Emergency and public safety information

- Transportation**
- Accessible boarding/de-boarding
  - Storage of assistive devices
  - Companions
  - Treatment of support persons
  - Taxi registration on bumper
  - Availability of accessible equipment and features
  - Operator Responsibilities
  - Emergency preparedness and response

- Employment**
- Workplace emergency information

**2013**

- General Requirements**
- Policies and practices
  - Multi-Year Plan
  - Kiosks
  - File an Accessibility Compliance Report by **December 31, 2013**

- Information & Communications**
- Educational institutions - accessible materials and training
  - Public libraries

- Transportation**
- Coordinated services between adjacent municipalities
  - Service disruptions
  - Visitor service
  - Fare parity for conventional and specialized transportation (single tier)
  - Alternative Accessible method of transportation
  - Hours of service (within single tier)
  - Service delays
  - Ferries (signage, etc.)

**2014**

- General Requirements**
- Training
  - Accessible feedback processes

- Information & Communications**
- All new websites, significantly updated websites, and new web content on those sites conforms with WCAG 2.0 level A

- Employment**
- Recruitment
  - Employees returning to work
  - Employees and accommodation
  - Performance management, career development, and reemployment

- Transportation**
- Training
  - Accessibility plans
  - Trip restrictions
  - Eligibility Application and Process (existing)
  - Booking
  - Proportion of accessible taxis

**2015**

- General Requirements**
- File an Accessibility Compliance Report by **December 31, 2015**

- Information & Communications**
- Accessible formats & communication supports
  - Educational libraries – print based resources
  - Producers - conversion ready educational textbooks

**2016**

- General Requirements**
- New or redeveloped spaces to be accessible

**2017**

- General Requirements**
- File an Accessibility Compliance Report by **December 31, 2015**

- Transportation**
- Electronic pre-boarding route or destination and on-board announcements
  - Ferries (electronic messages)
  - Fare parity (multi tier)
  - Hours of service (multi tier)
  - Eligibility application and (new) process
  - Categories of eligibility

**2019**

- General Requirements**
- File an Accessibility Compliance Report by **December 31, 2019**

**2020**

- Information & Communications**
- Educational libraries - multi-media/digital resources
  - Producers- conversion ready files of other educational print materials

**2021**

- General Requirements**
- File an Accessibility Compliance Report by **December 31, 2021**

- Information & Communications**
- All existing internet websites and web content conforms with WCAG 2.0 level AA

**2023**

- General Requirements**
- File an Accessibility Compliance Report by **December 31, 2023**

**2025**

- General Requirements**
- File an Accessibility Compliance Report by **December 31, 2025**

- Information & Communications**
- Producers - conversion ready files of print resources(non-

**Public Sector Organizations 1-49**

**NOTE:** The Transportation Standard will mainly impact BPS 50+; however, should small transportation providers have transportation systems they are subject to Transportation requirements as scheduled for BPS 50+.

**2010**

**Customer Service**

- Training
- Policy

**General Requirements**

- File an Accessibility Compliance Report by **December 31, 2010**

**2011**

**Transportation**

- Provide accessible transportation

**2012**

**General Requirements**

- Emergency and public safety information

**Employment**

- Workplace emergency information

**2013**

**Information & Communications**

- Public libraries

**General Requirements**

- File an Accessibility Compliance Report by **December 31, 2013**

**2014**

**General Requirements**

- Policies and practices
- Multi--Year Plan
- Kiosks

**Information & Communications**

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

**2015**

**General Requirements**

- Training (ISAR and Human Rights Code)
- Accessible feedback processes
- File an Accessibility Compliance Report by **December 31, 2015**

**Employment**

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

**Information & Communications**

- Educational institutions - accessible materials and training
- Educational libraries - print based resources
- Producers (publishers) - conversion ready educational textbooks

**2016**

**General Requirements**

- New or redeveloped spaces to be accessible

**Information & Communications**

- Accessible formats and communication supports

**2017**

**General Requirements**

- File an Accessibility Compliance Report by **December 31, 2017**

**2019**

**General Requirements**

- File an Accessibility Compliance Report by **December 31, 2019**

**2020**

**Information & Communications**

- Educational libraries - multi-media/digital resources
- Producers (publishers) - conversion ready files of "other educational print materials"

**2021**

**General Requirements**

- File an Accessibility Compliance Report by **December 31, 2021**

**Information & Communications**

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

**2023**

**General Requirements**

- File an Accessibility Compliance Report by **December 31, 2023**

**2025**

**General Requirements**

- File an Accessibility Compliance Report by **December 31, 2025**

**Information & Communications**

- Producers (publishers) – conversion ready files of "other print resources - not specifically developed for the education market"

**Private and Not-for Profit Organizations**  
50+

**Note** – all WCAG 2.0 requirements only apply to websites, web content and web-based applications that an organization can control either directly or through a contractual relationship, and where meeting the requirements are technically feasible

**2011**  
**Transportation**  
• Equal fares and fees (taxis)

**2012**  
**Employment**  
• Workplace emergency information

**2012**  
**Transportation**  
• Taxi registration on bumper

**2012**  
**General Requirements**  
• Emergency and public safety information

**2012**  
**Customer Service**  
• Training  
• Policy

**2013**  
**Transportation**  
• Proportion of accessible taxis

**2013**  
**Information & Communications**  
• All new internet websites and web content on those sites conforms with WCAG 2.0 level A

**2013**  
**General Requirements**  
• Multi-year accessibility plans  
• Supporting policies and practices  
• Kiosks  
• File an Accessibility Compliance Report by **December 31, 2014**

**2013**  
**Information & Communications**  
• Educational institutions - accessible materials and training

**2015**  
**Employment**  
• Accessible employment practices  
• Recruitment  
• Employees returning to work/accommodation plans  
• Performance management, career development, and redeployment

**2015**  
**Information & Communications**  
• Alternate formats and communication supports

**2015**  
**Information & Communications**  
• Producers (publishers) - conversion ready educational textbooks  
• Educational libraries – print based resources

**2015**  
**Information & Communications**  
• Training (ISAR and Human Rights Code)  
• Accessible feedback processes

**2015**  
**General Requirements**  
• Accessible employment practices  
• File an Accessibility Compliance Report by **December 31, 2017**

**2017**  
**Information & Communications**  
• Producers (publishers) - conversion-ready files of “other educational print materials”  
• Educational libraries - multi-media/digital resources

**2017**  
**General Requirements**  
• File an Accessibility Compliance Report by **December 31, 2020**

**2017**  
**General Requirements**  
• New or redeveloped spaces to be accessible

**2017**  
**General Requirements**  
• Accessible employment practices  
• File an Accessibility Compliance Report by **December 31, 2017**

**2021**  
**Information & Communications**  
• Producers (publishers) - conversion-ready files of “other print resources - not specifically developed for the education market”

**2021**  
**Information & Communications**  
• Producers (publishers) - conversion-ready files of “other print resources - not specifically developed for the education market”

**2021**  
**Information & Communications**  
• All existing internet websites and web content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)

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**2021**  
**Information & Communications**  
• All existing internet websites and web content conforms with WCAG 2.0 level AA (excluding live captioning and audio description)

**Private and Not-for Profit Organizations**  
**1-49**

**Note:** Organizations of less than 20 do not have any reporting requirements

	<p style="text-align: center;"><b>2012</b></p> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Training</li> <li>• Policy</li> </ul> <p><b>General Requirements</b></p> <ul style="list-style-type: none"> <li>• Emergency and public safety information</li> </ul>		<p style="text-align: center;"><b>2016</b></p> <p><b>General Requirements</b></p> <ul style="list-style-type: none"> <li>• Training (ISAR and Human Rights Code)</li> <li>• Accessible feedback processes</li> </ul>	<p style="text-align: center;"><b>2020</b></p> <p><b>Information &amp; Communications</b></p> <ul style="list-style-type: none"> <li>• Producers (publishers) - conversion-ready files of "other educational" print materials</li> <li>• Educational libraries - multimedia/digital resources</li> </ul>
<p style="text-align: center;"><b>2011</b></p> <p><b>Transportation</b></p> <ul style="list-style-type: none"> <li>• Equal fares and fees (taxis)</li> </ul>	<p><b>Transportation</b></p> <ul style="list-style-type: none"> <li>• Taxi registration on bumper</li> </ul>	<p style="text-align: center;"><b>2014</b></p> <p><b>General Requirements</b></p> <ul style="list-style-type: none"> <li>• File an Accessibility Compliance Report by <b>December 31, 2014</b></li> </ul> <p><b>Transportation</b></p> <ul style="list-style-type: none"> <li>• Proportion of accessible taxis</li> </ul>	<p style="text-align: center;"><b>2017</b></p> <p><b>General Requirements</b></p> <ul style="list-style-type: none"> <li>• File an Accessibility Compliance Report by <b>December 31, 2014</b></li> </ul>	
	<p><b>Employment</b></p> <ul style="list-style-type: none"> <li>• Workplace emergency information</li> </ul>	<p style="text-align: center;"><b>2015</b></p> <p><b>General Requirements</b></p> <ul style="list-style-type: none"> <li>• Policies and practices (not written)</li> <li>• Kiosks</li> </ul> <p><b>Information &amp; Communications</b></p> <ul style="list-style-type: none"> <li>• Producers (publishers) - conversion ready educational textbooks</li> <li>• Educational institutions - accessible materials and training</li> <li>• Educational libraries- print based resources</li> </ul>	<p><b>Information &amp; Communications</b></p> <ul style="list-style-type: none"> <li>• Accessible formats and communication supports</li> </ul> <p><b>Employment</b></p> <ul style="list-style-type: none"> <li>• Recruitment</li> <li>• Employees and accommodation</li> <li>• Performance management, career development, and redeployment</li> </ul>	<p style="text-align: center;"><b>2023</b></p> <p><b>General Requirements</b></p> <ul style="list-style-type: none"> <li>• File an Accessibility Compliance Report by <b>December 31, 2023</b></li> </ul>
			<p style="text-align: center;"><b>2018</b></p> <p><b>General Requirements</b></p> <ul style="list-style-type: none"> <li>• New or redeveloped spaces to be accessible</li> </ul>	<p style="text-align: center;"><b>2025</b></p> <p><b>Information &amp; Communications</b></p> <ul style="list-style-type: none"> <li>• Producers (publishers) - conversion-ready files of "other print resources - not specifically developed for the education market"</li> </ul>