



***ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT –
Reporting Requirements as of October 2012***

October 16 2012

A. Is your organization ready to report on the *CUSTOMER SERVICE STANDARD*?

The *Accessibility Standards for Customer Service* (“*Customer Service Standard*”) is the first regulation to come into force under the *Accessibility for Ontarians with Disabilities Act* (“*AODA*”). The private sector was required to comply with the *Customer Service Standard* as of **January 1, 2012**.

By **December 31, 2012** every organization with 20 or more employees must confirm it is compliant with the *Customer Service Standard* by filing a report with the Ministry of Community and Social Services (the “Ministry”).

What does the report look like?

The report consists of 15 yes or no questions that confirm whether the organization is compliant with each requirement of the *Customer Service Standard*.

To review the questions visit:

http://www.mcsc.gov.on.ca/en/mcss/programs/accessibility/customerService/report_questions.aspx

How to report?

The report can be filed online. Instructions on how to set up an online account for your organization are available at:

http://www.mcsc.gov.on.ca/en/mcss/programs/accessibility/customerService/report_online.aspx

B. Is your organization ready to comply with the *INTEGRATED ACCESSIBILITY STANDARDS*?

The Integrated *Accessibility Standards* (“*IAS*”) came into force on July 1, 2011 and is comprised of the *Information and Communication, Employment and Transportation Standards*. Compliance with the *IAS* is being phased in over time between 2011 and 2021.

How your organization is classified under the *IAS* will determine which requirements of the *IAS* are applicable and the deadline for achieving compliance with them. To assist organizations, the Ministry has developed a useful online tool called the Wizard which can be accessed at:

<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/index.aspx>

The Ministry has also produced a Guide to the *IAS* which can be accessed at:

http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/iasr_guidelines/Part1_IASR_2012.pdf

For more information and/or for assistance in respect of any matter regarding the *AODA* contact Leah Simon or another member of Sherrard Kuzz LLP.

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