



An Evolving Journey

Accessibility for Ontarians with Disabilities Act
Annual Report 2022

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ISSN 1911-818X (Print)

ISSN 1911-8198 (Web)

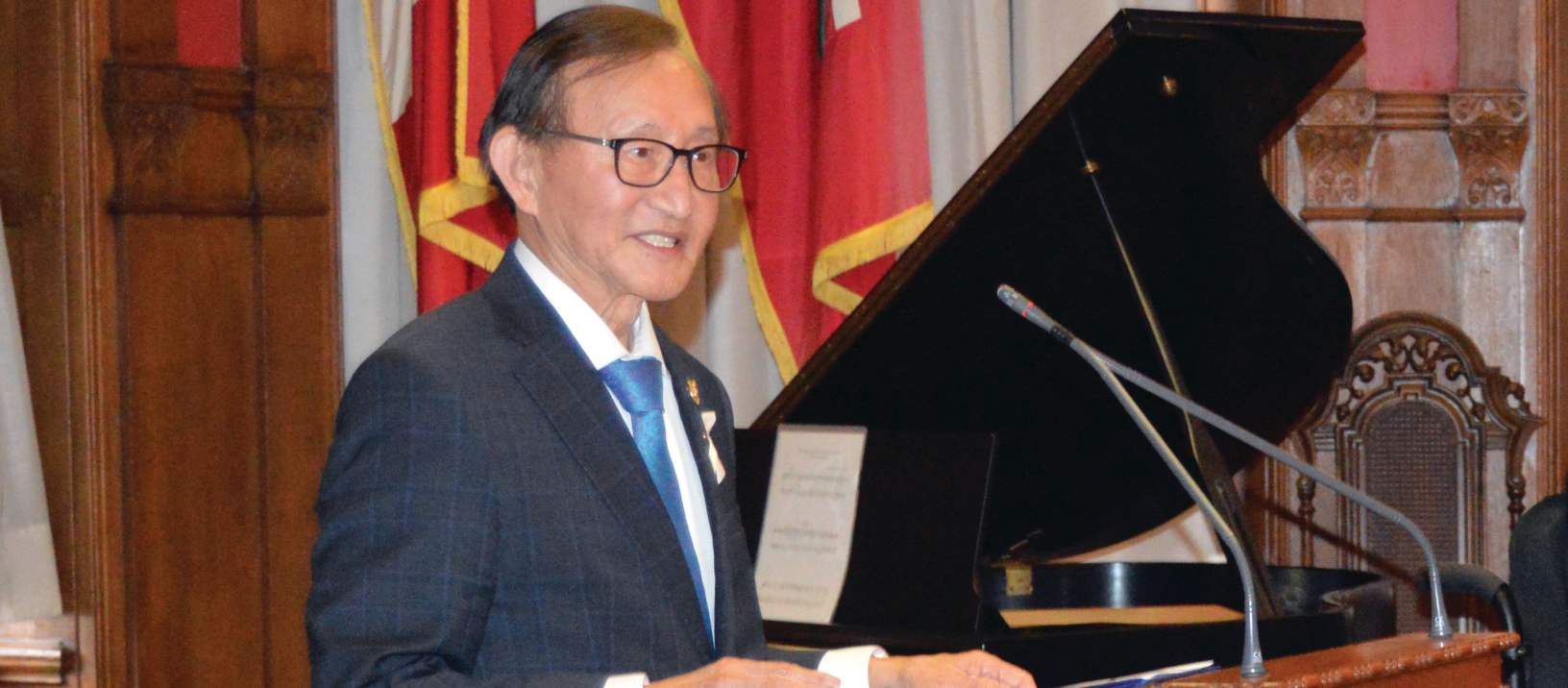
This document was produced by the Ministry for Seniors and Accessibility.

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Minister's message

An evolving journey

It is an honour to table the 2022 report on the [*Accessibility for Ontarians with Disabilities Act, 2005*](#).

I want to thank our many partners for their ongoing efforts to create a stronger and more inclusive Ontario. It is only through our continued collaboration that we can deliver the tangible outcomes which matter to people with disabilities and their families.

In 2018, Ontario created the very first ministry dedicated to accessibility.

Since then, the Province has worked to meet the mandate required by the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) set out in 2005.

Project by project, community by community, Ontario is investing in outcomes that are seeing results.

This year's report includes a number of initiatives which our government, under the leadership of Premier Ford, has undertaken.

This includes investments in our schools, hospitals and other public buildings, transit, programs and services which, together, show tangible examples of how this government believes that all Ontarians deserve to fully participate in our society. We look forward to continuing to work with municipalities as they move their accessibility plans beyond 2025, and with the federal government as it leverages lessons shared through our Memorandum of Understanding to establish federal standards.

I thank my fellow Ministers, and their teams, for continuing to develop the programs and services that provide people with disabilities with the choices they have been asking for.

In every sector of the government, we are working to ensure that the voice of people with disabilities is included from inception, and that their feedback is incorporated as we continue to evolve the support provided.

This year we lost a champion in the disability community – my friend, the Honourable David C. Onley. Mr. Onley not only led the third legislative review of the AODA, but he was also Ontario's 28th Lieutenant Governor.

As part of his review of the AODA, he had signaled the importance of helping people with disabilities get good jobs among other recommendations.

This is one of the reasons I am particularly honoured to be part of this government: the focus on ensuring that skills development and job assistance are available to all Ontarians.

The importance of connecting those seeking meaningful employment with employers can be found not only in the services available, it can also be seen through our continued support for National Disability Employment Awareness Month and the Ontario Disability Employment Network's Light It Up! campaign.

I want to thank again all those who continue their efforts to make our province the most accessible and inclusive it can be.

When we work together, amazing things happen!

Sincerely,

A handwritten signature in black ink that reads "Raymond Cho". The signature is written in a cursive, flowing style.

Raymond Cho
Minister for Seniors and Accessibility



AODA towards 2025

The main goal of the AODA is to develop, implement and enforce [accessibility standards](#) in key areas of daily life by 2025. These standards are developed through the government collaborating with the disability community, businesses and other internal and external strategic partners. We continue to collaborate with our partners to achieve our goal to make Ontario more accessible.

This report examines the implementation and effectiveness of the AODA and is [a requirement under the act](#).

Legislated committees and council

As required by the AODA, [standards development committees](#) and the [Accessibility Standards Advisory Council](#) were established to help advance accessibility in Ontario. These advisory groups represent a variety of diverse voices and sectors, including people with disabilities, municipalities, businesses and community organizations.

Standards development committees review existing accessibility standards, offering suggested changes or proposing new standards in their area of focus. They provide recommendations to the government on ways to identify, reduce and remove accessibility barriers.

The Accessibility Standards Advisory Council is responsible for, among other things, advising the Minister for Seniors and Accessibility on progress made by standards development committees in the development of proposed accessibility standards and in achieving the purposes of the AODA. The council also provides advice to the government in identified areas of interest.

Standards development committee achievements

In 2022, the [Kindergarten to Grade 12 Education, Postsecondary Education](#) and [Health Care Standards Development committees](#) submitted their Final Recommendations Reports to the government. Those reports were then posted online.

A technical sub-committee formed by the two education committees submitted [final recommendations](#) that were also posted online in 2022. The sub-committee focused on barriers that students with disabilities experience during the transitions between different levels of education, as well as the workforce and community.

Julie Sawchuk was announced as [the chair of the Design of Public Spaces Standards Development Committee](#) in December 2021. The committee officially began its review of the province's accessible built environment standards in regulation under the AODA and the Ontario Building Code's barrier-free accessibility requirements. These spaces include areas like bike paths, playgrounds, service counters and accessible washrooms. It is anticipated that the committee will provide its initial recommendations by fall 2023.

Work towards reviewing other accessibility standards also took place in 2022. Jeff Adams accepted an invitation to be the chair of the [Customer Service Standards Development Committee](#). This committee will review accessibility standards in customer service to help break down barriers that prevent customers with disabilities from accessing the products and services they need. Mr. Adams brings his unique perspective as a lifetime advocate for equity-related issues and three-time Paralympic Champion with experience in labour and employment, and human rights law.

Council achievements

Led by Matthew Shaw, [who was appointed as the new chair of the council](#) in 2021, the Accessibility Standards Advisory Council shared its strategic advice and expertise widely across the Government of Ontario in 2022. This included giving important advice to the Ministry of Health on the *Defibrillator Registration and Public Access Act, 2020* and the Ministry of Municipal Affairs and Housing on proposed Ontario Building Code changes.

The council also continued to provide advice to the minister on accessibility reports prepared under the AODA, programs of public information related to the AODA and other AODA-related matters. In 2022, this included discussing service animal requirements within the [Customer Service standards](#) under the AODA.



Jobs for people with disabilities

Ontario is working to help people with disabilities find employment through programs that target all ages and abilities.

Project SEARCH

[Project SEARCH](#) is a job skills training program that provides employment experience to youth with developmental disabilities to help them prepare for the transition from high school to the workplace. In 2021–22, the ministry provided funding for Holland Bloorview Kids Rehabilitation Hospital to continue to implement the Employment Inclusion Project through the Project SEARCH model. The initiative is intended to help secondary school students with intellectual disabilities gain work experience and help their transition into employment after graduation. The Ministry of Education also supported the expansion of Project SEARCH by funding interested school boards to explore expanding Project SEARCH to more school boards across Ontario.

Skills Development Fund

The [Skills Development Fund](#) supports ground-breaking programs that connect jobseekers with the skills and training they need to find well-paying careers close to home.

In September 2022, the government announced an [additional investment of \\$90 million](#) in the fund, while prioritizing programs that help people with disabilities and others facing barriers to employment.

Ontario Disability Support Program employment supports

Employment supports are available through the Ontario Disability Support Program (ODSP) to help people with disabilities find work, keep a job, start a business or advance their careers. Community-based service providers deliver [ODSP employment supports](#).

Youth Job Connection and Youth Job Connection Summer Programs

The [Youth Job Connection and Youth Job Connection Summer programs](#) offer young people experiencing multiple and/or complex barriers, including those with disabilities, ways to find employment beyond traditional job search and placement opportunities.

The Youth Job Connection program provides paid training to prepare a young person for the workplace, a job for up to 6 months, as well as mentorship and job coaching. This year-round program is open to Ontario youth between 15 and 29 years old, living with a disability, who are unemployed and not attending full-time school or in training.

The Youth Job Connection Summer program provides participants with paid training and summer job opportunities, along with mentorship, job-coaching and help returning to school after the program ends. The Summer program is open to Ontario students between 15 and 18 years old, including young people with disabilities, who are in high school or planning to move on to postsecondary education.

Ontario Employment Assistance Services

[Ontario Employment Assistance Services program](#) provides financial support to organizations that deliver employment services to unemployed clients with particular emphasis on individuals who self-identify as having a disability. The program helps clients return to work through activities which may include assessment, case management, counselling, life skills, diagnostic services, job development and job coaching.

Supported Employment

The Supported Employment program is designed for individuals who face complex barriers to employment as a result of a disability. These barriers may include some combination of limited or interrupted labour market experience, low levels of education or literacy and challenging life circumstances, e.g., poverty or lack of family/parental support. The program offers a range of services and opportunities for people with disabilities to prepare for and secure employment.

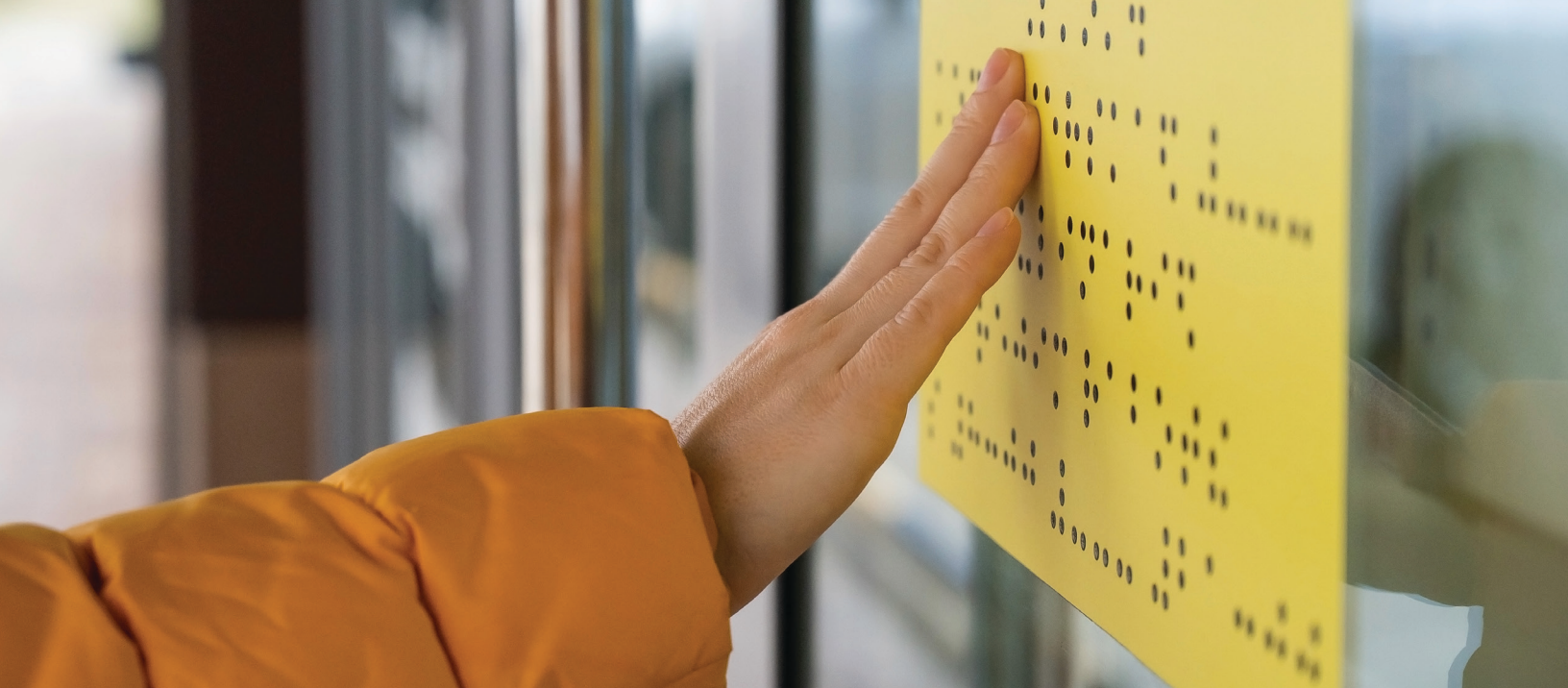
Apprenticeship Programs

The [Apprentice Development Benefit](#) provides financial assistance to eligible apprentices attending full-time, in-class training to support basic living costs, travel and overnight accommodation, commuting, dependent care and special assistance for disability needs.

[Achievement Incentive](#) is a grant program for apprenticeship sponsors designed and developed to encourage apprenticeship employer participation and increase the number of apprentice registrations and certified journeypersons. Employers who hire apprentices classified as youth (under 25 years old) and under-represented or equity-deserving (including Indigenous, female, newcomers, Francophone, racialized and persons with a disability) are eligible for enhanced potential funding of \$17,000 per apprentice.

Other employment initiatives

Ontario is also helping boost employment opportunities by improving the accessibility of employment and skills training programs through the government's Workers' Strategy, which targets specific client groups, including persons with disabilities. It is also making it easier for people to connect with social services through [211](#), sharing practical resources to help [create more inclusive workplaces and communities](#) for people who have a disability and promoting [ways that inclusion improves business](#).



Public Spaces

Rick Hansen Foundation Accessibility Certification program

The [Rick Hansen Foundation Accessibility Certification program](#) helps educate Ontario building owners about specific accessibility changes they can make to improve their facilities. The government provided funding to the Rick Hansen Foundation to offer complimentary accessibility ratings under the program in Ontario as part of a three-year commitment, continuing through to 2022. The program launched in January 2020 and over three years, assessed and rated the accessibility of 250 selected buildings in 16 municipalities across Ontario. All of the organizations that participated and completed the program confirmed their knowledge and understanding of accessibility improved and 94% of those surveyed reported that they have already made or plan to make accessibility improvements.

Improvements to provincial parks

Improving accessibility in parks helps everyone enjoy nature. In 2022, [Sauble Falls](#) and [Balsam Lake](#) both made improvements to make their parks more accessible. At Sauble Falls Provincial Park, a barrier-free parking spot was completed (with access aisle and signage) at the Sauble Falls Comfort Station building site. In addition, to help visitors manage the elevation rise from a lower roadway, a ramp and staircase were constructed. At Balsam Lake, the existing service counter in the gatehouse was replaced with an accessible service counter that can accommodate people using mobility aids.



Working for you

Ontario supports several programs and initiatives that are focused on helping people, communities and organizations. We are helping people with disabilities and seniors stay independent, safe, active and socially connected. By promoting and providing programs and services, we're helping to create a more accessible and inclusive Ontario for people of all ages and abilities.

Home and Vehicle Modification Program

The Ministry for Seniors and Accessibility provides funding for the [Home and Vehicle Modification Program](#), run by March of Dimes Canada. This program helps eligible individuals with mobility restrictions to continue living safely in their homes, participate in their communities and avoid job loss. It is intended to help eligible adults and children most in need of assistance. By making modifications to their homes or vehicles, people with disabilities can live safer, more independent, comfortable and convenient everyday lives.

As outlined in the ministry's 2022-23 strategic plan, we are investing \$46.8 million over three years – an increase of almost 50% – to support more than 1,200 individuals each year through the Home and Vehicle Modification Program. Eligible individuals may receive a grant of up to \$15,000 for home modifications and/or up to \$15,000 for vehicle modifications.

Eligible home modifications include ramps, widening of doors, stairway lifts and bathtub safety rails. Modifications to vehicles include transferable equipment, such as lifts and hand controls, garage door remote controls and specialized seating.

Changes to the Ontario Disability Support Program

As part of the [2022 Budget](#), the government increased the [Ontario Disability Support Program \(ODSP\)](#) income support rates by five per cent in September 2022 and committed to tie future ODSP rates to inflation. By July 2023, the total increase to ODSP rates was almost 12% over a twelve-month period.

In the [2022 Fall Economic Statement](#), Ontario also announced changes to the Ontario Disability Support Program to increase the amount of earnings that people with disabilities can have while keeping more of their ODSP income support. As of February 2023, the employment earnings exemption increased from \$200 to \$1,000 per month for people with disabilities on ODSP, with a 25 per cent exemption of earnings after the first \$1,000.

This change allowed roughly 25,000 recipients in the workforce to keep more of their earnings and could encourage as many as 25,000 more to participate in the workforce.

The government also continued to help people with disabilities to make choices for themselves and their family without fear of losing their ODSP health benefits. When ODSP recipients make enough money from employment and no longer need ODSP, the program may continue to provide coverage for important benefits like prescription drugs and dental care for themselves and their children.

Abilities Centre support

[The Abilities Centre](#) in Whitby is a community hub that delivers inclusive programming to help build life skills and employment opportunities for people with disabilities while also promoting the value of inclusive hiring to employers. Ontario invested an additional \$4.5 million in funding to the Abilities Centre over three years, as announced in the 2021 Ontario Budget. In 2022, this investment included \$240,000 for the Abilities Centre LEAD ON initiative to support organizations to embed accessibility and inclusion into their organizational planning and processes.

EnAbling Change Program

The Ministry for Seniors and Accessibility provides funding to not-for-profit, industry associations and professional associations across a range of sectors through the [EnAbling Change Program](#) to educate their stakeholders about accessibility, support regulatory compliance with the AODA and drive cultural awareness about the value and benefits of accessibility.

In total, the government is investing roughly \$813,000 to support eight projects through the [2022-23 EnAbling Change Program](#). In 2022-23, the program's focus is on projects that drive a culture of respect and dignity for people with disabilities, support awareness of requirements and regulatory compliance under the AODA, and create equitable opportunities in the jobs market.

The recipients of the 2022-23 program are:

- Algonquin and Lakeshore Catholic District School Board
- Breaking Down Barriers An Independent Living Centre Inc.
- The Canadian National Institute for the Blind
- Carassauga Festival Inc.
- Ontario Tourism Education Corporation
- ParaGolf Ontario
- Peel Career Assessment Services Inc.
- Retail Council of Canada

2022-23 project highlights

Ontario Tourism Education Corporation

The ministry is providing the [Ontario Tourism Education Corporation](#) with \$150,000 to help create equitable opportunities in the hospitality and tourism sector's labour market. It will develop and deliver an employer awareness campaign, develop a sector-specific disability inclusion toolkit for recruitment and hiring and provide personalized support within the sector to adopt the toolkit.

ParaGolf Ontario

The ministry is funding ParaGolf Ontario's Driving Toward InclusiON program to help build a culture of respect and inclusion by connecting people with disabilities to [ParaGolf Ontario](#) and its network of ambassadors, instructors and coaches. More than \$104,000 in funding will help the organization develop new teaching guidelines, train coaches and ambassadors, and deliver golf events for people of all abilities.

Retail Council of Canada

The ministry is providing approximately \$120,000 in funding, so the [Retail Council of Canada](#) can help retailers make their businesses and employment practices more inclusive. The EnAbling Change for Retailers – Creating an Inclusive Culture within the Retail Store project will include a revised How May I Help You 2.0 guide and a [webinar series](#) about mental health in the retail industry.

Inclusive Community Grants Program

The [Inclusive Community Grants Program](#) helps municipalities, local organizations and Indigenous communities make Ontario's communities more inclusive and accessible.

In 2022, the government announced a [\\$750,000 investment](#) to support diverse and engaging local community projects that will help older residents and people with disabilities participate in community life.

2022-23 project highlights

Tay Valley Township

The ministry is providing Tay Valley Township with \$60,000 to construct an accessible trail/pathway, an area for educational demonstrations and interpretive signage, accessible park furniture, including benches, bike racks and picnic tables, as well as install accessible exercise equipment.

Town of Blind River

The ministry is providing the Town of Blind River with \$32,500 to purchase an accessible kayak launch, beach access mats and inclusive picnic tables.

Response to COVID-19

The ministry invests in programs and initiatives each year to help improve the daily lives of people with disabilities and seniors. As the effects of COVID-19 continued in 2022, the ministry provided initiatives and services to support these groups.

For instance, the Ontario Community Support Program, established in 2020 through a partnership with the [Ontario Community Support Association](#), continued to provide deliveries of food, medicine and other essentials to low-income seniors and people with disabilities in need across Ontario. In 2022, approximately 868,220 deliveries were made. The program was extended until March 2023 in recognition of its positive impact on vulnerable Ontarians.

The government also continued to help people who do not have access to accessible transportation through a partnership with the Ontario Community Support Association. The [Accessible Drive to Vaccines program](#), launched in June 2021, helped people with disabilities, including seniors with mobility issues, get to and from vaccination sites to get their shot. In 2022, the program provided transportation to roughly 1,503 individuals with 1,480 rides. The program was extended until March 2023.



Building Ontario together

Transit investments

In the 2022 Budget, Ontario committed to a [\\$61.6 billion transit investment](#) over 10 years. In March 2022, the province officially broke ground on the Ontario Line which will connect more than 40 other transit routes, including GO Transit, existing TTC subway and streetcar lines.

Transit funding programs require that any transit vehicles purchased must be accessible, ensuring better public transportation access for people with disabilities throughout Ontario. Since 2018, the Ministry of Transportation has completed over 100 AODA compliant signalized intersections that meet the accessibility standards under the Integrated Accessibility Standards Regulation [Design of Public Spaces \(DOPS\)](#) and more are planned in future. The work includes installing accessible pedestrian signals, tactile features, audible push buttons and dropped curbs.

[Metrolinx](#), an agency of the government of Ontario, was created to improve the coordination and integration of all modes of transportation in the Greater Toronto and Hamilton Area. It has an [Accessibility Advisory Committee](#), whose members have made contributions to several initiatives at Metrolinx. These include

reviewing Accessibility Assist programs and identifying opportunities for improvement that could be addressed as part of the Metrolinx Multi-Year Accessibility Plans.

To support future accessibility work, in 2022, Metrolinx began an accessibility audit to better understand where improvements are needed across the network. In late 2022, market research was conducted with customers with disabilities to get their input on the next generation of GO Bus through in-person interviews. Their feedback will be used to inform future GO Bus specifications.

Ontario's Building Code

Ontario's [Building Code](#) supports increased accessibility across Ontario by promoting high standards for barrier-free accessibility that result in more accessible spaces and buildings being constructed. For example, the Code requires barrier-free design in 15% of new units in multi-residential buildings, visual fire alarms and improved design of a barrier-free path of travel. There are also requirements for power door operators to be provided at entrances to a wider range of buildings and at entrances to barrier-free washrooms and common rooms in multi-unit residential buildings.

Accessibility requirements apply to new construction and major renovations and work together with the [Design of Public Spaces Standard](#).

Ontario is working to support a more inclusive and barrier-free Canada through a commitment to harmonize with national construction code provisions that are an improvement on current Ontario requirements. In 2022, the [Ministry of Municipal Affairs and Housing](#), which is responsible for administering the Building Code, held a consultation on potential accessibility enhancements for the next edition of Ontario's Building Code that are intended to come into effect in 2024. The ministry also continued to prioritize further improvements to barrier-free accessibility standards in the national code development process.

School renewal and repair

The [Ministry of Education](#) provides ongoing funding to school boards to address school renewal needs and keep schools in a state of good repair. Each year, school boards are allocated approximately \$1.4 billion to repair and renew school buildings and sites, a portion of which can be used to improve accessibility in schools, by installing items such as elevators and ramps.



Accessibility accomplishments

Memoranda of Understanding with Accessibility Standards Canada

Ontario demonstrated leadership on potential national accessibility standards development by being the first province to sign a Memorandum of Understanding (MOU) agreement with [Accessibility Standards Canada](#). The MOU seeks to improve efforts and coordination, and facilitate sharing of resources dedicated to creating a Canada without barriers.

National collaboration on accessibility carries benefits for all Canadians since it:

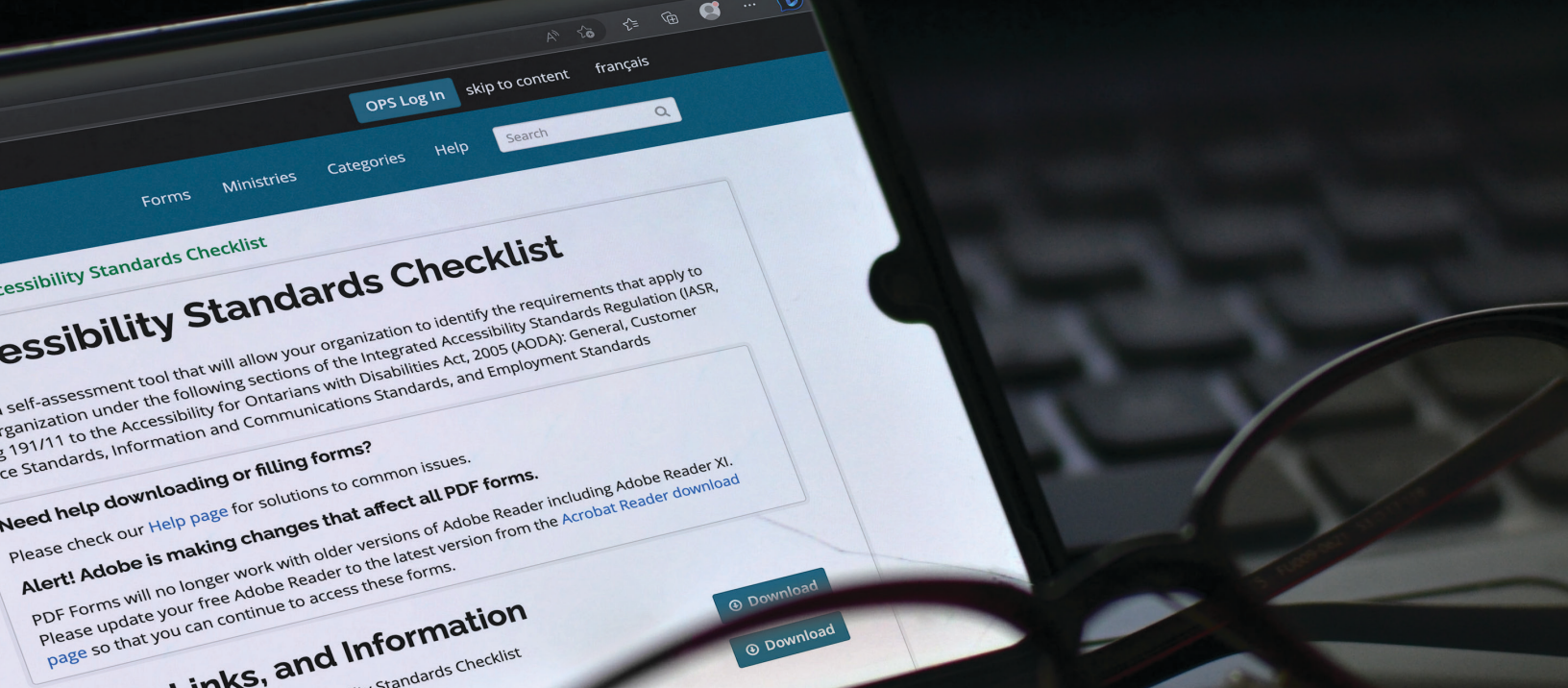
- reduces the potential for differing accessibility standards across Canada
- ensures that standards fully reflect the needs of people with disabilities, regardless of jurisdiction
- promotes equity and consistency of accessibility for people with disabilities as they live, work and travel in Canada.

In total, [two MOUs were signed](#) by Ontario and Accessibility Standards Canada in 2022:

- The first agreement was signed with the Ministry for Seniors and Accessibility on April 28, 2022. It aims to optimize each organization's objectives by reducing or eliminating the duplication of resources and efforts. This could entail information sharing and collaborating on joint research needs.
- The second agreement was signed with the Ministry of Municipal Affairs and Housing on October 19, 2022. It will focus on the design and construction of buildings and encourage collaboration on the development of accessibility standards for building codes.

Light it Up! for National Disability Employment Awareness Month (NDEAM)

On October 20, 2022, the minister participated in [Light It Up! For NDEAM](#), an annual event led by the [Ontario Disability Employment Network](#) that lights up buildings in blue and purple across the country to help raise awareness about the many benefits of inclusive hiring. In 2022, the Ontario government participated in this event for the first time. Several provincial government buildings were illuminated in support, including the Lincoln Alexander Building in Orillia; Robinson Place in Peterborough; Garden City Tower in St. Catharines; Frost South building in Toronto and 1 Stone Road in Guelph.



Helping organizations meet accessibility requirements

The Ministry for Seniors and Accessibility oversees compliance with the AODA and the [Integrated Accessibility Standards Regulation](#). The ministry works to help ensure about 412,000 organizations that provide goods, services or facilities to the public fulfill their obligations under the act.

Building awareness

Each year, the ministry conducts targeted outreach and education campaigns to increase awareness of provincial accessibility laws and requirements.

The ministry also regularly publishes the [AODA Toolbox](#), an e-newsletter with relevant resources and practical tips that organizations can use to become more accessible, and better understand the overall benefits of accessibility. In 2022, the ministry published two editions of the AODA Toolbox that included timely updates, key issues, resources, and success stories. Each of these editions were distributed to the AODA Toolbox's 9,000-plus subscribers.

Ensuring compliance

The ministry's Compliance Assurance Branch is responsible for ensuring compliance with accessibility standards and other requirements under the AODA. It uses a modern regulatory approach, working directly with organizations to help them understand their obligations under Ontario's accessibility legislation, requiring them to submit compliance reports, auditing organizations to verify that they are following requirements and enforcing requirements if non-compliance persists, where appropriate.

2022: Compliance and enforcement activities

Self-certified accessibility compliance reporting

The AODA and the Integrated Accessibility Standards Regulation establish that certain organizations are required to submit accessibility compliance reports. These include:

- businesses and non-profit organizations with 20 or more employees
- all designated public sector organizations
- organizations from the Ontario Public Service
- organizations from the Office of the Legislative Assembly.

These organizations are asked to confirm that they have met their accessibility requirements by answering various questions. As outlined in the AODA, each organization must make its report available to the public.

Each sector has a different schedule to submit these reports:

- the provincial government, inclusive of the Ontario Public Service and the Office of the Legislative Assembly, reports **every year**
- all designated public sector organizations are required to report **every two years**
- all private and business/non-profit sector organizations with 20 or more employees are required to report **every three years**.

Audits

The ministry conducts two types of audits to oversee compliance with the AODA:

1. **Attestation audits** are used to facilitate accessibility compliance reporting among organizations that had:
 - reported previously but failed to meet the most recent reporting deadline
 - submitted a report indicating non-compliance
 - never filed in the past.
2. **Verification audits** are used to ensure that organizations that indicated compliance in their report are, in fact, meeting requirements. Verification audits are conducted every year to obtain and verify evidence of compliance. These audits may vary in scope, some targeting a few requirements in one standard while others are more comprehensive, targeting numerous requirements across multiple standards. More comprehensive audits take longer to complete, resulting in some fluctuation in the number of audits completed from year to year.

Overall, in 2022, the ministry launched:

- 637 attestation audits (407 were completed by December 31, 2022)
- 1,013 verification audits (773 were completed by December 31, 2022).

An additional 216 audits that were carried over from previous years were also completed. Of these, 35 were verification audits and 181 attestation audits.

In total, 808 verification audits were completed in 2022. These audits assessed the General Requirements sections of the Integrated Accessibility Standards Regulation and the AODA, as well as the Customer Service, Information and Communications, Transportation, Employment and Design of Public Spaces standards.

The results of the 808 completed verification audits break down as follows:

- 79 designated public sector organizations were audited for a total of 101 requirements.
 - The highest rate of compliance for the designated public sector was with establishing accessibility plans and providing individualized workplace emergency response information to employees who have a disability, with more than 80 per cent of those audited in compliance.
 - The lowest rate of compliance for the designated public sector was with the process for the development of documented individual accommodation plans and providing emergency response information as soon as practicable after the employer became aware of the need for accommodation due to the employee's disability, with less than 50 per cent reporting back as being in compliance.
- 729 business and non-profit organizations were audited for a total of 91 requirements.
 - The highest rate of compliance for the business/non-profit sector was with having a process for receiving and responding to feedback, notifying the public about the availability of accessible formats and communications supports with respect to the feedback process, signage, access aisles for all parking spaces in off-street parking facilities and service counters that accommodate mobility aids meeting requirements, with more than 80 per cent of those audited in compliance.
 - The lowest rate of compliance for the business/non-profit sector was under documenting individual accommodation plans with less than 25 per cent in compliance.

To identify long-term trends in compliance across all types of organizations, there are four foundational requirements that are consistently audited year over year. These requirements have been selected because they are consistent with the spirit of the act and are best suited to gauge progress in making Ontario more accessible.

The four foundational requirements include:

- establishing accessibility policies
- developing multi-year accessibility plans
- training staff
- establishing a feedback system.

Enforcement

When audited organizations are found to be non-compliant, the ministry works with them to establish compliance before considering enforcement measures. When an organization is persistently non-compliant, a range of escalated enforcement actions may be used, including issuing Director's Orders or administrative monetary penalties.

In 2022, 98.8 per cent of verification audits were resolved as compliant without Director's Orders or administrative monetary penalties needing to be issued.



Raising awareness about accessibility

Increasing awareness of Ontario's accessibility standards helps organizations reduce barriers for people with disabilities. In 2022, the ministry continued to provide targeted information to organizations across all sectors on how to promote accessibility both within and outside their organization, as well as help them meet their accessibility requirements. Outreach activities included a variety of initiatives: publishing stakeholder e-newsletters, creating and distributing helpful resources and promoting [National Disability Employment Awareness Month](#) in October.

Helping make municipalities more accessible

The minister promoted the government's commitment to making communities more inclusive by partnering with municipalities and stakeholders to bring greater accessibility to aspects of daily life. Examples include:

- Rural Ontario Municipal Association Conference (January 23 to 25)
- [Inclusive Community Grants](#) announcement (January 25)

- [Accessible Drive to Vaccines](#) extension announcement (February 8)
- Ontario Good Roads Association Conference (February 22 to 25)
- 2021-22 [EnAbling Change Program Southwestern Ontario](#) announcement (February 23)
- 2021-22 [EnAbling Change Program Central Ontario](#) announcement (February 24)
- 2021-22 [EnAbling Change Program Eastern Ontario](#) announcement (February 25)
- 2021-22 [EnAbling Change Program provincewide](#) announcement (March 2)
- [Association of Municipalities Ontario Conference](#) (August 14 to 17)
- Inclusive Community Grants announcement in [Town of Blind River](#) (November 7).

Celebrating and recognizing people with disabilities and leaders in accessibility

Throughout the year, Minister Cho raised awareness about the benefits of inclusion by celebrating accessibility leaders and reinforcing the government's commitment to making Ontario more accessible. Examples include:

- World Braille Day (January 4) – minister's social media video with the Canadian National Institute for the Blind
- March of Dimes Canada Month (January) – minister's social media video
- World Down Syndrome Day (March 21) – joint ministers' social media video with Dr. Merrilee Fullerton, former Minister of Children, Community and Social Services
- [National Disability Employment Awareness Month \(NDEAM\) \(October\)](#) – minister's news statement and social media videos

- March of Dimes Changemakers Supper Club (October 18) – minister attended
- 29th Annual Canadian Disability Hall of Fame Induction (October 20) – minister attended
- [International Day of Persons with Disabilities](#) (December 3) – minister’s news statement and social media videos
- International Volunteer Day (December 5) – minister’s social media video
- [David C. Onley Award for Leadership in Accessibility](#) (December 6) – news release and celebration ceremony at the Lieutenant Governor’s Suite with the minister
- Human Rights Day (December 10) – minister’s social media video.



Moving accessibility forward

Much was accomplished in 2022 that made a positive impact on the lives of people with disabilities. As we move forward, we will continue to work to deliver tangible outcomes that are focused on the everyday needs of people with disabilities.

Accessibility is an ongoing journey, made by all levels of government working in collaboration with businesses, community organizations and individual advocates. While much has been done, we recognize that there is still progress to be made. Together we can continue to identify, prevent and remove barriers so that all Ontarians can fully participate in our province.

