



Manual: Human Resources	Policy Number: AODA-7
Section: AODA	Policy Name: Multi-year Accessibility Plan
Document Owner:	Page: 1 of 3
Effective Date: January 23, 2018	Revised: December 6, 2023

TIMELINE – Accessibility for Ontarians with Disabilities Act (AODA) 2005

Requirements and reporting deadlines Finlandia Village must follow to meet accessibility standards in Ontario.

Compliance Deadline - January 1, 2012

Provide accessible customer service

- ✓ train your staff and volunteers to serve customers of all abilities
- ✓ keep a written record of the training
- ✓ welcome service animals and support persons
- ✓ create accessible ways for people to provide feedback
- ✓ put an accessibility policy in place so your employees, volunteers and customers can know what to expect

Provide accessible emergency and public safety information

- ✓ When asked, provide publicly available emergency information, like evacuation plans or brochures, in an accessible format.

Provide accessible emergency information to staff

- ✓ When necessary, provide accessible and customized emergency information. You should provide this information as soon as an employee asks for it or when you become aware an employee may need accommodation in an emergency.

Compliance Deadline - January 1, 2014

Create accessibility policies and a multi-year plan

- ✓ create policies and a multi-year accessibility plan to help you achieve your accessibility goals
- ✓ tell your employees and customers about your policies
- ✓ post the multi-year plan on your website in an accessible format

Consider accessibility when purchasing or designing self-service kiosks

- ✓ This includes interactive electronic terminals that people use to pay parking fees, validate tickets, buy groceries and renew licences.



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[Make websites accessible](#)

- ✓ This includes only new websites and old websites you significantly update and new web content you create.

Compliance Deadline - December 31, 2014

[File an Accessibility Compliance Report](#)

Compliance Deadline - January 1, 2015

[Train your staff on Ontario's accessibility laws](#)

- ✓ Train all your employees and volunteers on the accessibility requirements that apply to their job duties and your organization.

[Make it easy for people with disabilities to provide feedback](#)

- ✓ This includes surveys or comment cards.

Compliance Deadline - January 1, 2016

[Make your public information accessible when asked](#)

- ✓ Work with the person to figure out how to meet their needs as soon as possible.

[Make your employment practices accessible](#)

- ✓ make how you hire, retain and provide career development opportunities accessible
- ✓ document your processes for developing individual accommodation plan and return-to-work plans

Compliance Deadline - January 1, 2017

[Make new or redeveloped public spaces accessible](#)

- ✓ recreational trails and beach access routes
- ✓ outdoor public use eating areas
- ✓ outdoor play spaces
- ✓ public outdoor paths of travel
- ✓ parking lots
- ✓ service counters

Finlandia Village



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- ✓ fixed waiting lines
- ✓ waiting areas with fixed seating

Compliance Deadline - December 31, 2017

[File an Accessibility Compliance Report](#)

Compliance Deadline - December 31, 2020

[File an Accessibility Compliance Report](#)

Compliance Deadline - January 1, 2021

[Make all websites and web content accessible](#)

Compliance Deadline - December 31, 2023

[File an Accessibility Compliance Report](#)