



How to file accurately and on time for AODA

Policies, training, and common
compliance gaps



AODA compliance reporting for Ontario employers

Filing your AODA compliance report

Meeting Ontario's accessibility standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a compliance obligation for every designated public-sector organization, business, and nonprofit organization in Ontario. Businesses and nonprofit organizations with 20 or more employees must file their AODA compliance report by December 31, 2026. For designated public-sector organizations, the most recent reporting deadline was December 31, 2025. Organizations that missed the deadline should file as soon as possible.

Our accessibility experts created this guide to help Ontario employers understand what they need to file and how to file their AODA compliance report. Skip the guesswork, avoid last-minute stress, and pinpoint your policy and training needs with insights backed by our HR professionals, who've helped organizations file hundreds of accessibility reports.

What is the AODA?

Recognizing the history of discrimination against persons with disabilities, Accessibility for [Ontarians with Disabilities Act, 2005](#), commonly referred to as the AODA, is an Ontario law that provides for the development, implementation, and enforcement of accessibility standards intended to achieve accessibility for people with disabilities. Organizations covered by these standards must comply with applicable requirements intended to identify, remove, and prevent barriers for people with disabilities.

If you employ at least one person in Ontario, the AODA applies to your organization. As you grow, additional accessibility, documentation, and reporting requirements may apply.

Need Help?

What AODA training is required for your workforce?

AODA training is mandatory for every employee, volunteer, those who help develop your policies, and all other persons who provide goods, services, or facilities on behalf of your organization. The training must cover accessible customer service, the requirements of the accessibility standards, and Ontario's Human Rights Code as it pertains to people with disabilities, as well as be appropriate to each person's duties. Train new hires as soon as possible, and where required under the AODA, keep records of the training provided, including the dates the training was provided and the number of individuals trained. Those records keep you audit-ready, giving you the confidence you need to file your next AODA compliance report stress-free.

What are the five accessibility standards of the AODA?

Accessibility standards are requirements that organizations must follow to become more accessible. The five accessibility standards under AODA cover:

1. **Customer service:** Requires organizations to provide goods, services, and facilities in a way that respects the dignity and independence of people with disabilities.
2. **Information and communications:** Requires organizations to provide information and communication supports in an accessible format upon request and ensures digital content, such as websites, meet specific web accessibility guidelines.
3. **Employment: Includes accessibility** requirements relating to areas like recruitment, accommodation, return to work, performance management, and career development.
4. **Transportation: Ensures** accessibility in transit and travel services.
5. **Design of public spaces:** Establishes accessibility requirements for certain public spaces and built environments, such as sidewalks and ramps.

Meeting the accessibility standards that apply to your organization is essential to maintaining AODA compliance. Where required, your accessibility compliance report demonstrates that you have met your obligations.

What are the penalties for noncompliance with the AODA?

Under the AODA, noncompliance can lead to financial penalties of up to \$100,000 a day for corporations and \$50,000 a day for individuals if convicted. Directors and officers of a corporation may also face separate penalties. Organizations that fail to file a required accessibility compliance report may be flagged for audit and face enforcement action or fines.





Frequently asked questions



What are the AODA requirements for websites?

If you're a business or nonprofit organization with 50 or more employees in Ontario or a designated public-sector organization, your public websites and web content must meet WCAG 2.0 Level AA, the international benchmark for accessible web design, with limited exceptions for live captions and prerecorded audio descriptions. These requirements generally apply to web content published after January 1, 2012. In practical terms, an accessible website should include features like readable content, keyboard-friendly navigation, sufficient colour contrast, accessible images, and forms that people with disabilities can use.

Businesses and nonprofit organizations with fewer than 50 employees aren't required to meet these requirements, although other accessibility requirements still apply.



How often do organizations need to file an AODA compliance report?

Ontario businesses and nonprofits with 20 or more employees must report every three years. Designated public-sector organizations must report every two years.



Does the AODA apply to small businesses?

Yes. The AODA applies to every Ontario organization with at least one employee, including small businesses and nonprofit organizations. If you have fewer than 20 employees, you don't need to file an accessibility compliance report, but you still must meet certain accessibility standards.



Canadian support for the businesses that drive our economy

Get ahead of developing legislation

[Atlas Canada](#), our HRIS, is backed by a team of compliance specialists who closely monitor legislation in every jurisdiction so you don't have to. When requirements shift, the policies and templates you need to maintain compliance are updated for you; no more tracking every amendment manually. And whenever a question arises, an experienced Canadian [HR advisor](#) is only a phone call or e-mail away.

Centralize your accessibility policies and training records

Build, assign, and store your policies, checklists, documents, and training records on one centralized platform: Atlas Canada. When it's time to file the next AODA compliance report, your [HR documentation](#) is easily accessible with signatures and acknowledgements captured, not scattered across inboxes.

Train your team on Ontario's Human Rights Code and the AODA's customer service standards

Our [online employee training library](#) supports every learning style, ensuring everyone gains the knowledge they need. Courses cover the AODA customer service standards, understanding human rights, WHMIS, workplace violence and harassment, occupational health and safety awareness, and more. Assign courses, track completion, and keep dated training records so you're always audit-ready.

File your AODA accessibility compliance report on time, and make future reporting easier

Connect with one of our HR experts today. They'll answer your questions, assess the policies and training your workforce needs, and provide professional guidance. And if an accessibility audit or inspection lands on your desk, they'll know exactly where to guide you.

Watch this short clip from our AODA webinar with workplace accessibility expert Noah Martin, CPACC, to learn more about reporting and available support. Or request a call from our HR experts for the answer you need.

Watch now

HR and safety support Canadian businesses can count on

We hope this guide has helped. But no resource can cover every situation or change that might be coming. Citation Canada gives you the experts, software, and content to stay on top of HR and safety compliance, across every jurisdiction, every day.

Less risk. More confidence. Our HR and OHS professionals bring 140+ years of combined experience. Unlimited, expert-backed advice — guaranteed with our Expert plans.

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