SAMPLE. Built by EmployerReady from the questionnaire answers of a fictional organization, Fictional Freight Ltd. (38 employees in Ontario). Your own documents are built from your answers. General information, not legal advice.

Accessibility Policy

Fictional Freight Ltd.

Date prepared: November 1, 2026

1. Purpose and scope

This policy sets out how Fictional Freight Ltd. meets its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards, Ontario Regulation 191/11. It applies to all employees, volunteers, people who take part in developing our policies, and everyone who provides goods, services or facilities on our behalf.

2. Statement of organizational commitment

Fictional Freight Ltd. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the accessibility needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and by meeting the requirements of the AODA.

3. Principles

We use reasonable efforts to make sure that:

- goods, services and facilities are provided in a way that respects the dignity and independence of persons with disabilities;
- service to persons with disabilities is integrated with service to others, unless an alternative measure is necessary, temporarily or permanently, to enable a person with a disability to obtain, use or benefit from our goods, services or facilities;
- persons with disabilities have an opportunity equal to that given to others to obtain, use and benefit from our goods, services and facilities; and
- when we communicate with a person with a disability, we do so in a way that takes their disability into account.

4. Providing goods, services and facilities

4.1 Assistive devices

Persons with disabilities may use their own personal assistive devices (for example wheelchairs, walkers, hearing aids, magnifiers or communication boards) to obtain, use or benefit from our

goods, services and facilities. If a barrier prevents the use of a device, we will try to remove it or offer another way to provide the service. Staff are trained on any assistive equipment or devices we make available.

4.2 Notice of temporary disruptions

If a facility or service that persons with disabilities usually rely on to access our goods, services or facilities is temporarily disrupted (for example an elevator, accessible washroom, ramp or automatic door), we will notify the public promptly. The notice will state the reason for the disruption, how long we expect it to last, and any alternative facilities or services available. We will post the notice at the affected location, at our entrances and by any other reasonable method.

5. Training

We train every employee and volunteer, everyone who participates in developing our policies, and everyone who provides goods, services or facilities on our behalf, on the requirements of the accessibility standards and on the Ontario Human Rights Code as it relates to persons with disabilities. Training is appropriate to each person's duties, is provided as soon as practicable after they start, and is repeated when this policy changes. Our training program is described in our Accessibility Training Policy.

6. Accessible formats and communication supports

On request, we will provide or arrange accessible formats and communication supports for persons with disabilities, in a timely way that takes their needs into account and at no more than the regular cost charged to others. We will consult with the person making the request to decide what format or support is suitable. If information cannot be converted, we will explain why and provide a summary. We tell the public that accessible formats and communication supports are available.

If we make emergency procedures, plans or public safety information available to the public, we will provide that information in an accessible format or with communication supports, as soon as practicable, on request.

7. Feedback

We welcome feedback on how we provide goods, services and facilities to persons with disabilities, and on whether our feedback process is itself accessible. Feedback can be given:

- By email: hr@fictional-freight.example
- By phone: 905-555-0301

Our Accessibility Feedback Process sets out how we acknowledge and respond to feedback and what we do when we receive a complaint. The feedback process is available in accessible formats and with communication supports on request.

8. Employment

Fictional Freight Ltd. supports accessibility throughout the employment cycle. We notify employees and the public that accommodation is available for applicants with disabilities during recruitment. When an applicant is selected for an assessment or selection process, we tell them that accommodations are available on request for the materials or processes used, and we consult with them to provide a suitable accommodation. When we make an offer of employment, we tell the successful applicant about our policies for accommodating employees with disabilities.

We inform employees of our policies that support employees with disabilities, including job accommodation policies, as soon as practicable after they start and whenever those policies change. On request, we consult with an employee with a disability to provide accessible formats and communication supports for the information they need to do their job and for information generally available to employees.

Where we are aware that an employee has a disability that requires it, we provide individualized workplace emergency response information as soon as practicable, share it with a designated helper with the employee’s consent, and review it when the employee changes location, when their accommodation needs or plans are reviewed, and when we review our general emergency procedures.

When we use performance management, provide career development and advancement, or redeploy employees, we take into account the accessibility needs of employees with disabilities and any individual accommodation plans.

9. Kiosks

If we design, procure or acquire self-service kiosks, we will have regard to accessibility for persons with disabilities.

10. Contact and availability of this policy

Questions about this policy can be directed to Priya Placeholder, HR Coordinator: hr@fictional-freight.example, 905-555-0301.

This document is available in an accessible format or with communication supports on request, at no more than the regular cost charged to others.

11. Review

We review this policy when the law changes, when our operations change, and at least once a year. Any policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

Approval

Approved and adopted on behalf of Fictional Freight Ltd. by Sam Fictional, President.

Signature

Date adopted

Based on Ontario rules current to October 23, 2026 (EmployerReady ruleset 2026.11.1). Prepared with EmployerReady from information you provided. This is a template and checklist to help you comply, not legal advice. You are responsible for your own compliance; have a lawyer review it if you are unsure.