SAMPLE. Built by EmployerReady from the questionnaire answers of a fictional organization, Fictional Clinics Ltd. (85 employees in Ontario). The Responsible and Status columns are left as the template leaves them, for you to fill in. Your own documents are built from your answers. General information, not legal advice.

Multi-Year Accessibility Plan 2026–2031

Fictional Clinics Ltd.

Date prepared: November 1, 2026

This plan outlines Fictional Clinics Ltd.'s strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the Integrated Accessibility Standards Regulation (O. Reg. 191/11). It will be reviewed and updated at least once every five years; the next review is due by November 1, 2031.

Statement of commitment

Fictional Clinics Ltd. is committed to meeting the accessibility needs of persons with disabilities in a timely manner, by preventing and removing barriers and meeting the requirements of the AODA.

Note for you (delete before use):
Fill in the "Responsible" and "Status" columns before posting. Record what you have already done and what is planned. Only list actions you will actually take: this plan is published and the ministry can ask how it is being carried out.

Area	Requirement	Planned action	Responsible	Status / target date
General	Accessibility policies (s. 3)	Adopt and publish the Accessibility Policy; review yearly.		Not started
General	Training (s. 7)	Train all staff and volunteers; record dates and numbers trained; retrain when policies change.		Not started
General	Kiosks (s. 6)	Have regard to accessibility when buying or designing any self-service kiosk.		Not started
Information & communications	Feedback (s. 11)	Keep the feedback process accessible and publicise accessible formats.		Not started

Area	Requirement	Planned action	Responsible	Status / target date
Information & communications	Accessible formats (s. 12)	Fulfil requests in a timely way, at no more than the regular cost charged to others; keep a request log.		Not started
Information & communications	Emergency information (s. 13)	Provide public safety information in accessible formats on request.		Not started
Information & communications	Website WCAG 2.0 AA (s. 14)	Audit https://fictional-clinics.example against WCAG 2.0 Level AA and fix issues found.		Not started
Employment	Recruitment notices (ss. 22–24)	Include accommodation notices in postings, interview invitations and offers.		Not started
Employment	Informing employees (ss. 25–26)	Tell new hires about accommodation policies; provide accessible formats on request.		Not started
Employment	Emergency response information (s. 27)	Prepare individualized emergency information where needed and review it.		Not started
Employment	Individual accommodation plans (s. 28)	Follow the written accommodation-plan process.		Not started
Employment	Return to work (s. 29)	Follow the documented return-to-work process.		Not started
Employment	Performance, career development, redeployment (ss. 30–32)	Take accessibility needs and accommodation plans into account.		Not started
Design of public spaces	Part IV.1	No new or redeveloped public spaces planned; apply Part IV.1 if that changes.		Not started

Area	Requirement	Planned action	Responsible	Status / target date
Customer service	Part IV.2	Maintain customer service policies, notices, training, feedback process and disruption notices.		Not started

Contact

For more information or to request this plan in an accessible format, contact Morgan Test, Operations Manager: access@fictional-clinics.example, 416-555-0801.

Approval

Approved and adopted on behalf of Fictional Clinics Ltd. by Dr. Alex Example, Managing Partner.

_____

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.