

What You Need to Know

[Ontario Regulation \(O. Reg.\) 191/11 – Integrated Accessibility Standards](#) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) requires designated public sector organizations to have a multi-year accessibility plan in place which documents the organization’s strategy to prevent and remove accessibility barriers.

Organizations must establish, review and update these plans in consultation with persons with disabilities and when applicable, with a municipal accessibility advisory committee.

Plans must be updated at least once every five years and a status report must be completed on an annual basis. The plan and status report must be posted on the organization’s website and be available in an accessible format upon request.

This form includes information to help designated public sector organizations comply with [section 4 of the Regulation](#).

General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

What should you do once you have developed your multi-year accessibility plan?

Regulation 191/11	Requirement	What to do?	In Compliance?
Section 4 (1)	Post plan on website and make it available in an accessible format upon request.	<input checked="" type="checkbox"/> Ensure your organization's plan is posted online Website Link https://www.osc.ca/sites/default/files/2023-12/20231222_multi-year-accessibility-plan.pdf	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		<input checked="" type="checkbox"/> Communicate that your plan is available in alternate formats upon request Sample To request an alternate format of this plan, please contact [person/email/phone number]	
Section 4 (1)	Review and update the plan at least once every five years.	<input checked="" type="checkbox"/> Determine when your plan was created and/or when was the last time it was updated Date of Plan Creation (yyyy/mm/dd) 2010/01/01	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		Date of Last Review/Update (yyyy/mm/dd) 2023/12/22	
		Date of Next Review/Update (yyyy/mm/dd) 2028/12/22	

Regulation 191/11	Requirement	What to do?	In Compliance?
Section 4 (2)	Review and update the accessibility plan in consultation with persons with disabilities and an accessibility advisory committee (if one has been established).	<p>Determine if you need to establish an accessibility advisory committee. Is your organization a municipality with 10,000 residents or more?</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes,</p> <p>All municipalities with 10,000 residents or more must have a local or joint accessibility advisory committee and involve it in your planning process. Most of the committee members have to be people with disabilities.</p> <p><input type="checkbox"/> Consult with persons with disabilities and an accessibility advisory committee (if applicable) when reviewing and updating your accessibility plan. Consider documenting how you complete your consultations in your accessibility policies or in the annual status report for your multi-year accessibility plan.</p> <p>Learn more about how municipalities must work with accessibility advisory committees to identify and break down barriers for people with disabilities in their communities.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Section 4 (3)	Prepare and post an annual status report on measures taken to implement the plan. Make the annual status report available in an accessible format upon request.	<p><input type="checkbox"/> Track the organization's progress in implementing the plan annually Last Annual Status Report</p> <hr/> <p>See Annual Status Report template</p> <p><input type="checkbox"/> Ensure your organization's annual status report is posted online Website Link https://www.osc.ca/en/accessibility-osc</p> <hr/> <p><input type="checkbox"/> Communicate that the annual status report is available in alternate formats upon request</p> <p>Sample</p> <p>To request an alternate format of this annual status report, please contact [person/email/phone number].</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Designated Public Sector Annual Status Report Template

Ontario Securities Commission

Annual Status Report

Name of Organization

Ontario Securities Commission

has established a multi-year

Name of Organization

accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for (year) 2023 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at <https://www.osc.ca/en/accessibility-osc>

To request an alternate format of this annual status report, please contact:

Name (last name, first name) Victoria Marn, Manager, Digital Communications Lead

Email vmarn@osc.gov.on.ca

Telephone number 416-312-0265 ext. _____

Accessibility Accomplishments in (year) 2023

General Accomplishments Applicable Not applicable

Enter in general initiatives related to accessibility that may or may not be directly related to a regulatory requirement or initiatives that don't fall within a particular standard.

[Submitted bi-annual compliance report to the Ministry of Seniors and Accessibility](#)
[Finished review and update of OSC Multi-Year Accessibility plan; published the plan on the OSC website and communicated update to OSC employees](#)
[Welcomed two new members to the AODA Steering Group who live with a disability](#)

Customer Service Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Customer Service Standards. For example, this can include training employees, updating/establishing policies, follow up on feedback received.

[The OSC continues to provide customer service training to all new employees.](#)

Information and Communications Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Information and Communications Standards. For example, this can include creating accessible documents, updating websites to meet accessibility requirements, developing new policies to ensure information/documents are provided in alternate formats, follow up on feedback.

[The OSC continues to provide the option to members of the public to request documents on our website in an accessible format.](#)

Employment Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Employment Standards. This can include, for example, accommodating all candidates during the recruitment process and employment life cycle, steps taken to ensure accommodation plans and ensuring employees have accessible emergency information.

[With the implementation of a new digital platform for talent acquisition we have included custom messaging to notify applicants of the availability of accommodations throughout the various stages of the recruitment process.](#)
[Finalized an accommodation policy and guide for employees to seek accommodations in the workplace.](#)

Transportation Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Transportation Standards. This can include, for example, installing signage for priority seating, training staff on appropriate use of a vehicle's accessibility features.

Design of Public Spaces Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Design of Public Spaces Standards. This can include, for example, installing accessible playgrounds, tactile walking surface indicators and establishing design guidelines that take into account accessibility. [The OSC has undergone renovations on the 16th and 18th floors where design of public space standards have been consulted and incorporated as appropriate.](#)

Summary of Consultations Applicable Not applicable

All designated public sector organizations must establish, review and update multi-year accessibility plans in consultation with persons with disabilities and, when applicable, with a municipal accessibility advisory committee. All municipalities with 10,000 and more residents must establish an accessibility advisory committee. Obligated organizations are also required to consult with the public and persons with disabilities when building new trails and outdoor play spaces. Use this section of the report to outline any consultation that took place during the year.

[The final review and update of the OSC AODA Multi-Year plan was finalized at the end of 2023. During 2024 the OSC invited the employees with a disability who sit on the AODA Steering Group to consult on the plan, provide feedback and suggestions.](#)

Next Steps

What will be the focus of the new year? Highlight key upcoming initiatives.
