









Compliance Checklist




This checklist will help you respond to this audit request under the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA) and [Integrated Accessibility Standards Regulation \(Ontario Regulation 191/11\)](#) (IASR).

Please email the information to aoda.compliance@ontario.ca, stating the P2 reference number in the email subject line.

Required Evidence for Audit <u>Refer to IASR S. 4(1-2) and 80.44</u>	Name of Document to Address requirement and Page Reference of relevant content or weblink if any
<p>Multi-year accessibility plan and maintenance of accessible elements</p> <ol style="list-style-type: none"> 1. Provide a website link to the organization's accessibility plan. 2. Indicate which alternate formats and communications supports are currently available by the organization if the plan were requested in an accessible format. 3. Describe and explain how the plan is reviewed at least once every 5 years. 4. Provide verification of having consulted with an accessibility advisory committee if one exists and with persons with disabilities in support of plan updates. 5. Outline the measures in the plan for preventative and emergency maintenance along with procedures for dealing with temporary disruptions regarding accessible elements in public spaces. Accessible elements may include exterior paths of travel, rest areas, and play spaces. 	<ol style="list-style-type: none"> 1. Accessibility Plan: Microsoft Word - External 2013-2024 Accessibility PLAN Final.doc  The Royal - Accessibility Plan - r6 2. Accessible Formats: Review Section 5 of the Barrier-Free Information CORP II-i151 https://www.theroyal.ca/about-royal/accountability-and-public-reporting/accessibility  CORP II-i 151- Accessible formats 2 3. The Accessibility Committee reviews the plan, new accessibility projects and policies on an annual basis as well as at our quarterly meetings as per Page 5 of the Plan.

	<p>4. See # 3: Persons with disabilities are part of the Accessibility Committee and they participate in policy reviews and discussions.</p>  <p>Accessibility Committee - Follow</p> <p>5. Measures for dealing with temporary disruptions have been specified on our external website and they are available to the general public. Accessibility The Royal</p>
<p>Available Resources</p>	
<p>Create policies and a multi-year plan Multi-year Plan Sample template Provide accessible information Guide to Accessible Public Engagement (omssa.com)</p>	
<p>Required Evidence for Audit Refer to IASR S. 7(5)</p>	<p>Name of Document to Address requirement and Page Reference of relevant content or weblink if any</p>
<p>Training</p> <p>1. Attach the training records showing the dates and number of individuals who have completed training on the Ontario Human Rights Code and accessibility standards.</p>	 <p>Copy of Training report.xlsx</p>    <p>TRAINING MODULE - 2016 ACCESSIBILITY- 2016 DISABILITY AN- 2016 INTEGRATED</p>
<p>Available Resources</p>	
<p>How to train your on accessibility Training on Ontario Human Rights Code Free accessibility training modules - *Training links to share with staff to assist in compliance with the training requirement. Accessibility Training Requirements Checklist</p>	
<p>Required Evidence for Audit Refer to IASR S. 11(1-2)</p>	<p>Name of Document to Address requirement and Page Reference of relevant content or weblink if any</p>



<p>Accessible Feedback</p> <ol style="list-style-type: none"> 1. Provide a weblink to the organization’s accessible feedback process informing the public about the organization’s arrangements for providing accessible formats. 2. If providing public notice photos, indicate where notices (e.g. service counter, waiting area, etc.). 3. Describe how a person with a disability making a request for an alternate format or communication support would be assisted. 	<ol style="list-style-type: none"> 1. The Royal is committed to providing accessible documents for individuals with disabilities. Requests for specific formats or communication supports, such as sign language interpretation could be made at the public feedback process. Additional requests could be made at the Switchboard or to any staff member directly. The information will be processed and provided at a reasonable timeframe at no cost to the person making the request. Please, review the Accessible Formats policy attached below. Please, review the weblink to the organization’s accessible feedback process informing the public about the organization’s commitment to providing accessible formats to staff, clients and the public. Accessibility The Royal  CORP II-i 151- Accessible formats 2 2. The information is normally posted on our public website Accessibility The Royal. Notices are also posted on Switchboard windows, on the units, cafeteria, and main entrance doors, beside elevator doors, and on TV terminals. 3. The requester uses the feedback mechanism on our public website to make that initial request. The request comes to the attention of the OHSS and the Director of OHSS follows up as per section 6.3.5 of the Accessible Formats Policy CORP II-i-151. The information is provided at a reasonable timeframe at no cost to the person making the request.
<p>Available Resources</p>	
<p>Provide accessible customer service How to make information accessible</p>	
<p>Required Evidence for Audit Refer to IASR S. 22 and 23</p>	<p>Name of Document to Address requirement and Page Reference of relevant content or weblink if any</p>
<p>Recruitment, assessment, and selection process</p> <ol style="list-style-type: none"> 1. Provide a copy of or weblink to the organization’s accessible workplace policies relating to recruitment, assessment, and selection of employees. 2. Provide samples of job ads notifying applicants about the availability of accommodations. 	<p>The Royal notifies job applicants individually that accommodations are available upon request in relation to the materials or processes to be used when they are selected to participate in the assessment or selection process as per O. Reg. 191/11, s. 23 (1). This notification process is reinforced in our job adverts, during job interviews, candidate selection and prospective employees’ office arrangements and design process.</p>

<p>3. Describe how the organization will consult with a job applicant to provide the required accommodation.</p>	 <p>CORP II-i 150 Providing a Barrier-Fr</p>  <p>CORP II-i 151- Accessible formats 2</p>  <p>Sample of Job ad.docx</p>
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Available Resources

[Accessibility Policy Sample Template](#)
[Accessible recruitment process checklist](#)
[Employer’s Toolkit \(see Appendix A for Tools and Templates on page 124-126 and Chapter 3\)](#)

<p>Required Evidence for Audit Refer to IASR S. 24, 25 and 27(1-2)</p>	<p>Name of Document to Address requirement and Page Reference of relevant content or weblink if any</p>
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<p>Notice to successful job applicants and informing employees of supports</p> <ol style="list-style-type: none"> 1. Provide sample notifications/templates to notify successful job applicants and employees about accommodation support for employees with disabilities. 2. How is “as soon as practicable” applied by the organization when notifying and informing about its job accommodation policies? 3. Describe the organization’s practice for informing employees of updated job accommodation policies (e.g., all staff memos/emails, intranet screenshots, etc.). 	<ol style="list-style-type: none"> 1. As part of our organizational principles with respect to inclusivity, when HR Dept. is making employment offers to successful candidates, corporate policies for accommodating employees with disabilities are verbally specified and it is reinforced in the offer letter as per O. Reg. 191/11, s. 24. As part of the onboarding process, new hires are asked to complete a “Health Appraisal Form” in which there is an opportunity to identify if accommodations are required. Once the OHSS Nursing Team receives the Health Appraisal Form, an in-person meeting occurs with the new hire and Occupational Health Nurse, to discuss the accommodation process and required needs. An accommodation process is initiated if applicable and/or a referral for an ergonomic assessment.  <p>Sample notifications.docx</p>  <p>Sample notice to successful job appli</p> <ol style="list-style-type: none"> 2. “As soon as practicable”-“As soon as practicable” means taking action without unnecessary delay while ensuring the accommodation is feasible and effective. It
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does not justify indefinite postponement but allows reasonable time to implement a proper solution.

How it is Applied at The Royal

When staff make an accommodation request to the employer,

- The manager/OHSS acknowledges the request promptly as soon as it is received and opens a dialogue with the individual requesting the accommodation.
- The Royal assesses the request efficiently to determine the feasibility and reasonableness of the accommodation.
- OHSS gathers all the necessary information (medical, logistical, financial) without unnecessary delays.
- The Royal implements the accommodation without unjustified delays
- The Royal makes modifications as soon as they can be reasonably achieved.
- If immediate action is not possible, we provide temporary or interim accommodations while a permanent solution is arranged.
- OHSS keeps records of efforts to accommodate and reasons for any delays.
- OHSS informs the individual about the progress and expected timelines.

3. The Royal uses multiple communication channels to inform employees about updated job accommodation policies. Please, review the attached Word document below:

Workplace emergency response information for employees

1. Provide a copy of the organization's workplace emergency response information policy. Outline how the organization considers an employee's accessibility needs due to disability when administering its policy.
2. Provide a copy of template forms for documenting consent from an employee who needs assistance by a person designated to help during an emergency.

Common practices include:

- All-Staff Emails & Memos
- Company Intranet / HR Portal
- Manager & HR Briefings
- Training & Webinars
- Employee Handbooks & Policy Manuals –
- Feedback Channels



All policies are share
with all staff when rev

Individualized Emergency Management Protocol:

- (1). The OHSS Department sends a memo to the entire staff advising individuals with disabilities to notify Occupational Health Nurses and their managers for an Individualized Workplace Emergency Response Plan to be developed for them. The information is necessary for the employer to be aware of the need for accommodation due to staff members' disability. O. Reg. 191/11, s. 27 (1).
- (2.) If an employee who receives an individualized workplace emergency response plan requires assistance, the employer designates somebody on his or her shift to assist the employee upon his or her consent. O. Reg. 191/11, s. 27 (2). Please, review the attached IERP Employee Emergency Response Form.



IERP-EmployeeEmer
gencyResponseInfor

Please find important information relating to The Royal's Individualized Emergency Response Plans below:






[Memo from OHSS - Individualized Emergency Response Plan - May 12th, 2015](#)

	<p><u>IERP Information for Managers Individualized Emergency Response Plan - Staff Questionnaire</u></p> <p><u>Individualized Emergency Response Plan Template</u></p> <div style="display: flex; justify-content: space-around; align-items: center;">    </div> <p>Memo-Individualize IERP-StaffQuestionnaire.pdf IERP-Informationfor Managers-update.p</p>
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Available Resources

Accessible Workplaces
Provide emergency information to staff
Providing accessible emergency info to staff checklist
Employer’s Toolkit (see Appendix A for Tools and Templates on page 143-151 and Chapter 4)

Required Evidence for Audit <u>Refer to IASR S. 28 and 29(1)(a) and (2)(a)</u>	Name of Document to Address requirement and Page Reference of relevant content or weblink if any
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<p>Documented individual accommodation plans</p> <ol style="list-style-type: none"> 1. Provide a copy of the organization’s process policy for developing individual accommodation plans for employees with disabilities. 2. Provide a copy of the individual accommodation plan template form with information on accessible formats, workplace emergency response information, and any accommodation requested by an employee or identified by the employer. 3. Provide a copy of the organization’s form or letter template for denying a request. 4. Describe how an employee with a disability has been accommodated or how their needs would be met if you have an employee with a disability in the future. 	<div style="display: flex; justify-content: space-around; align-items: center;">   </div> <p>Draft - Accommodation ProAccommodation Pla Template - Accommodation Pla</p> <div style="display: flex; justify-content: space-around; align-items: center;">    </div> <p>Accommodation Denial Notice.pdf CORP IV-i-121 RTW Following Non-Occ Accommodation.pdf Employee Accommodation.pdf</p> <ol style="list-style-type: none"> 1. Attached 2. Attached 3. Attached 4. Ensuring an inclusive and accessible workplace is essential for fostering diversity and supporting employees with
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disabilities. Accommodations vary based on individual needs but generally focus on providing equal opportunities and ensuring a safe, productive work environment.

- Examples of how individuals with disabilities have been accommodated are specified in the corporate Accessibility Plan.
- Last year, The Royal installed 4 speaker strobes on the Level 5 washroom and the Finance Office to meet NFPA, CSA B651-18, and City of Ottawa Accessibility Design Standards 5.6.1 and 5.6.2 at \$26,000.00. This project was specific to an individual who is hard at hearing. The strobes warn the individual about an emergency situation that requires him to evacuate the building immediately.

Return to work process

1. Provide a copy of the organization's process policy for supporting a return-to-work scenario where an employee has been absent from work due to a disability. – **Information is attached.**
2. Provide a copy of the organization's return to work template forms to support its process policy and in support of documenting a plan for employees. - **Information is attached.**




Please review a copy of the organization's process policy for supporting a return-to-work (RTW) due to a disability.



CORP IV-i 120 RTW
(Rev. 2017).pdf



Return to work
occupational policy.

<p>3. Outline the employer’s steps to facilitate the return to work of employees who were absent because their disability required them to be away from work. – Information is attached</p>	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  TEMPLATE_Return To Work Program(R) </div> <div style="text-align: center;">  Blank - Occ Health Staffing Form.pdf </div> </div> <div style="text-align: center; margin-top: 20px;">  RTW Process Flow.pdf </div>
<p>Available Resources</p>	
<p>Accessible Workplaces Accommodation under Ontario’s Human Rights Code Process sample for Accommodation Plans Process for Return to Work Employer’s Toolkit (see Appendix A for Tools and Templates on page 129-142 and 156-159 and Chapter 4-5)</p>	
<p>Required Evidence for Audit Refer to IASR S. 80.17 and 80.29</p>	<p>Name of Document to Address requirement and Page Reference of relevant content or weblink if any</p>
<p>Outdoor public-use eating areas</p> <p>1. Did your organization newly construct or redevelop outdoor public-use eating areas on or after January 1, 2016? Yes or No (please ensure to answer this question first in your submission)</p> <p>2. If yes, indicate:</p> <ol style="list-style-type: none"> i. the total number of tables identified by each location address. ii. the number of accessible tables for persons with mobility aids. iii. the ground surface type used leading to and under the tables. iv. how the ground surface is level, firm and stable. v. how accessible tables have clear ground space around them to allow for a forward approach to the tables with mobility aids. vi. provide visual and documentary evidence of the eating areas such as photos with measurements of toe/knee clearance, ground surface, etc. 	<p>NO. THE ORGANIZATION DOES NOT HAVE PUBLIC-USE EATING AREAS</p>



<p>3. If no, does the organization have any outdoor public use eating areas? Yes or No- If yes, what year were they last constructed or redeveloped?</p> <p>Exterior paths of travel – rest areas</p> <p>1. Did your organization newly construct or redevelop sidewalks or walkways for pedestrian travel intended for functional purposes (not for recreational experience) on or after January 1, 2016? Yes or No (please ensure to answer this question first in your submission).</p> <p>2. If yes, provide consultation notes from the public and people with disabilities as well as with an accessibility advisory committee, if one exists.</p> <p>3. If no, does your organization have sidewalks or walkways? Yes or No- If yes, what year were they last constructed or redeveloped?</p>	<p>NO: The organization has not constructed or redeveloped sidewalks or walkways for pedestrian travel intended for functional purposes since 2016.</p>
<p>Available Resources</p>	
<p>How to Make Public Spaces Accessible (see : outdoor eating areas and outdoor paths) Policy Guide to the IASR (see: outdoor public use eating areas and exterior paths of travel) A Reference Guide for the Design of Public Spaces Guide to Accessible Public Engagement (omssa.com)</p>	
<p>Required Evidence for Audit Refer to IASR S. 80.19 and 80.20</p>	<p>Name of Document to Address requirement and Page Reference of relevant content or weblink if any</p>
<p>Outdoor play spaces – consultation and accessibility design</p> <p>1. Did your organization newly construct or redevelop outdoor play spaces on or after January 1, 2016? Yes or No (please ensure to answer this question first in your submission).</p> <p>2. If yes, indicate or provide:</p> <ul style="list-style-type: none"> i. how the organization consulted with the public, people with disabilities and any Accessibility Advisory Committee. ii. photos with measurements and explanation of the surroundings and sensory and active play components applied into the design. 	<p>NO: The organization has not newly construct or redevelop outdoor play spaces on or after January 1, 2016</p>

<p>iii. how the design considers injury prevention and clearance for children and caregivers with various disabilities to move through and around space.</p> <p>3. If no, does the organization have any outdoor public use eating areas. Yes or No- if yes, what year were such spaces last constructed or redeveloped?</p>	
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Available Resources

[How to Make Public Spaces Accessible](#)
[Policy Guide to the IASR](#)
[A Reference Guide for the Design of Public Spaces](#)
[Guide to Accessible Public Engagement \(omssa.com\)](#)

Required Evidence for Audit <u>Refer to AODA S. 14(2)</u>	Name of Document to Address requirement and Page Reference of relevant content or weblink if any
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<p>Accessibility compliance report</p> <p>1. Provide a weblink or photo of the organization’s publicly posted accessibility compliance report.</p>	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  2025 Accessibility Compliance Report </div> <div style="text-align: center;">  Confirmation 2025 Accessibility complia </div> </div>
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Available Resources

Refer to the organization’s last filed ACR. - A confirmation email of an accessible pdf copy of the filed report was sent to the certifier and primary contact when the report was filed.

Available in French and alternate format upon request
Disponible en français et dans un format alternatif sur demande

