



**THE ONTARIO FINANCING AUTHORITY
ACCESSIBILITY POLICY**

REVISED: JULY 2026

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1.0 PURPOSE

This Policy describes the OFA's commitment to respect the dignity and independence of persons with disabilities and outlines our multi-year plan to comply with the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA).

2.0 SCOPE

This Policy, together with Appendix A: Multi-Year Plan 2026-2031, is a requirement under the AODA that outlines the actions the OFA will take to improve opportunities for persons with disabilities. The creation of this policy complies with the [Integrated Accessibility Standards Regulation \(Ontario Regulation 191/11\)](#) (IASR), which applies to Information and Communications, Employment, Transportation, Design of Public Spaces, and Customer Service. As the OFA does not provide Transportation or Design of Public Spaces, these two categories are not addressed in this policy.

3.0 POLICY RULES

3.1 STATEMENT OF COMMITMENT

The OFA is committed to ensuring equal access and participation for persons with disabilities. We are committed to treating persons with disabilities in a way that allows them to maintain their dignity and their independence. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under Ontario's accessibility laws.

We are also committed to meeting our ongoing obligations under the [Ontario Human Rights Code](#) (Code) respecting non-discrimination, and we understand that obligations under the AODA and its accessibility standards do not substitute or limit our obligations under the Code or obligations to persons with disabilities under any other law.

Our corporate policies and procedures are consistent with the principles of independence, dignity, integration and equality of opportunity for persons with disabilities.

3.2 INFORMATION AND COMMUNICATIONS

We communicate with persons with disabilities in ways that consider their disability. [Upon request](#), we will provide information about our organization and its services in accessible formats or with communication supports:

- a) in a timely manner, considering the person's accessibility needs; and
- b) at no cost or at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If we determine that the information or communications cannot be converted into a suitable format, we will provide the requestor with:

- a) an explanation as to why the information or communications cannot be converted; and
- b) a summary of the information or communications that cannot be converted.

We will meet internationally recognized [Web Content Accessibility Guidelines \(WCAG\) 2.0](#), Level AA public-facing website requirements in accordance with Ontario's accessibility laws.

3.3 OFA PREMISES

- a) **Assistive Devices.** We welcome persons with disabilities to use personal assistive devices when accessing our services or facilities. If an assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services or facilities.
- b) **Service Animals.** We welcome persons with disabilities and their service animals on OFA premises.
- c) **Support Persons.** A person with a disability who is accompanied by a support person is welcome to have that support person accompany them on OFA premises.

3.4 PROCUREMENT

We incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible or practicable to do so, we will provide an explanation upon request.

3.5 EMPLOYMENT

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with job applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify employees that supports are available for those with disabilities as soon as practicable after they begin their employment.

We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that consider an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information needed to perform the employee's job; and
- b) information generally available to employees in the workplace.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

We provide customized emergency information to help an employee with a disability during an emergency, where needed. With the employee's consent, we provide workplace emergency information to a designated person who is helping that employee during an emergency.

Our performance management, career development and organizational processes consider the accessibility needs of all OFA employees.

3.6 TRAINING

We are committed to training all employees in accessible customer service, other Ontario accessibility standards, and aspects of the Code that relate to persons with disabilities. We complete these requirements via LearnOn, the Ontario Public Service (OPS)'s internal learning and development platform. Accessibility training of our employees relates to their specific roles.

Additionally, we ensure OFA Board Members receive training appropriate to their role in overseeing OFA policies.

Training includes:

- the purpose of the AODA and the requirements of the Customer Service Standards;
- our policies related to the Customer Service Standards;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- how to use the equipment or devices available on-site or otherwise that may help with providing services or facilities to people with disabilities; and
- what to do if a person with a disability is having difficulty in accessing our services or facilities.

We train every newly hired employee and newly appointed Board member as soon as practicable and provide training in respect of any changes to the policies.

We maintain records of the training provided to OFA employees and Board Members, including the dates on which the training was provided and the number of individuals to whom it was provided.

3.7 NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities, we will promptly notify persons with disabilities who may be affected. We will explain the reason for the disruption, its anticipated duration, and if alternative facilities or services are available. We may not be able to give advance notice if it is an emergency disruption.

3.8 FEEDBACK

We welcome feedback on this Policy and how we provide accessible customer service. Feedback will help us identify barriers and respond to concerns.

Feedback may be provided as follows:

- In person
- By phone: (416) 325-8000
- TTY: via Bell Relay Services
- By email: ofahr@ofina.on.ca
- By mail: Human Resources Coordinator, OFA 1 Dundas Street West, 12th Floor, Toronto ON M7A 1Y7

We ensure our [feedback process](#) is accessible to persons with disabilities by providing or arranging accessible formats and communications supports upon request.

4 MODIFICATIONS

4.0 MODIFICATIONS TO THIS OR OTHER POLICIES

This Policy will be reviewed on an annual basis by the Corporate Services Branch. The OFA is committed to respecting the dignity and independence of persons with disabilities. No changes will be made to this Policy, or any OFA policy, before considering the impact on persons with disabilities.

The OFA will review any OFA policy if it is brought to its attention that the policy does not respect the dignity and independence of persons with disabilities. All OFA employees are encouraged to review OFA policies for this purpose. If any OFA policy is determined not to respect the dignity and independence of persons with disabilities it will be modified or removed.

This Policy is publicly available on the [OFA's website](#). Accessible formats are available upon request.

5.0 ROLES AND RESPONSIBILITIES

- a) Employees, contractors and temporary help are responsible for:
- complying with the OFA Accessibility Policy and Multi-Year Plan
 - providing accessible customer service, information, and communication
 - completing accessibility training as appropriate to their duties
 - identifying their accommodation need to their manager/supervisor or OFA HR Coordinator
 - working with management, employees and the HR Coordinator to develop accommodation plans that meet their needs and that are practicable for the OFA to implement
- b) HR Coordinator is responsible for:
- disseminating the OFA Accessibility Policy and Multi-Year Plan and conducting an annual review of these documents in consultation with program areas, as required
 - completing the online [Accessibility Compliance Reporting](#), as required by the Accessibility Directorate of Ontario
 - facilitating the development of accommodation plans
 - monitoring the progress of the OFA Accessibility Policy and Multi-Year Plan
- c) Management is responsible for:
- identifying accessibility training relevant to the responsibilities of their employees
 - working with employees and the HR Coordinator to develop accommodation plans that meet the needs of employees, potential employees, contractors and temporary help, except where it is not practicable to do so
 - incorporating accessibility criteria and features in procurement practices
- d) Director, Corporate Affairs Division is responsible for:
- certifying the online accessibility compliance reporting
- e) Chief Executive Officer's Office is responsible for:
- providing executive oversight on compliance with the OFA Accessibility Policy and Multi-Year Plan, the IASR and the AODA
- f) Legal Branch is responsible for:
- advising on the OFA's obligations under the AODA, including any applicable regulations
 - reviewing this Policy and Multi-Year Plan and advising on related legal matters
- g) Senior Web Coordinator is responsible for:
- ensuring WCAG 2.0 level AA compliance on all public facing external websites created after January 1, 2012

- keeping abreast of new developments in accessibility for online content and implementing new technologies as they become available and are assessed to be beneficial

APPENDIX A: MULTI-YEAR PLAN 2026 - 2031

THE OFA HAS COMPLETED THE FOLLOWING ACCESSIBILITY INITIATIVES:

1. INFORMATION AND COMMUNICATION

- a) **Internet:** Except where not practicable¹, all public-facing websites created after January 1, 2012, and all content including forms and documents on those websites, conform to WCAG 2.0 Level AA. The foregoing requirements *exclude* live captioning and pre-recorded audio description.
- b) **Documents:** All newly created documents and documents in any format created after January 1, 2012, that may be provided to the public, including responses to any future request under the [Freedom of Information and Protection of Privacy Act](#) (FIPPA), conform to accessibility standards.

2. EMPLOYMENT

- a) **Recruitment.** The OFA :
 - notifies its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes,
 - includes language in job ads and other recruitment methods of the provision of accommodations for disabilities in accordance with legislative standards, on request, to support potential candidates' participation in all aspects of the recruitment process,
 - removes barriers in job ads, such as jargon and complex language,
 - informs applicants who have been chosen for the selection process that accommodations for disabilities during the process are available.
 - ensures accommodations are developed in consultation with the candidate who made the request, and
 - informs all successful applicants of the OFA's policies for accommodating employees with disabilities when offering employment.
- b) **Supporting Employees.** The OFA considers the accessibility needs of employees with disabilities. Managers, Corporate Services staff, and other parties such as external vendors, as needed, plan accommodations in consultation with employees who require them. The OFA ensures such accommodations are in accordance with the following requirements of sections 28-29 of the IASR:
 - Documented individual accommodation plans
 - Return to work process

¹ As per subsection 14(6)(a) of the O. Reg 191/11, in determining whether the requirements in section 1(a) of the Policy are "practicable", it is necessary to consider, among other things, the availability of commercial software or tools or both

- c) **Emergency Response Information.** As part of the OFA's [Workplace Medical Incident Response](#) and [Evacuation](#) processes, staff who require assistance during an emergency, whether permanently or temporarily, are directed to complete the [Persons Requiring Assistance](#) form to develop an individual emergency response plan that takes into account their disability. This may include providing emergency response information in accessible formats.
- d) **Informing Employees.** OFA staff are required to read the Accessibility Policy and Multi-Year Plan at each policy and plan review/renewal. Managers are also encouraged to discuss the plan and policy at staff meetings and 1:1 meetings when relevant. Management understands that disabilities may be temporary or permanent and may develop at any time during a period of employment.

3. EMPLOYEE TRAINING

The OFA provides training to all employees as described below. Training is provided via courses on LearnON that have been developed in consultation with persons with disabilities. All new employees are required to complete training within 90 days of hire. Additional training may be required, such as with developments in technology or new regulations. A record of each training an employee completes is available via the LearnON administrator, upon request. Managers are encouraged to have a commitment to accessibility in their individual performance plans.

- a) **Integrated Accessibility Standards Regulation.** All employees are trained on the requirements of the IASR and on the Human Rights Code as it pertains to persons with disabilities. All employees are required to complete training on accessibility specific to the duties of their position, such as Information Technology staff training on accessible website development and managers training on managing employees with disabilities.
- b) **Accessibility Standards for Customer Service.** Employees who deal with the public or other third parties on behalf of the OFA, and all employees who are involved in the development and approvals of policies, practices and procedures on the provision of goods or services to the public or other third parties, are required to take Customer Service training. This training is provided to employees in such positions within 90 days of commencement of duties.

THE OFA WILL CONTINUE TO IMPLEMENT THE FOLLOWING IN ACCORDANCE WITH THE OFA ACCESSIBILITY POLICY:

1. INFORMATION AND COMMUNICATION

- a) **Internet.** Ensure all new public-facing websites, including content (forms and documents) on those websites, conform to the latest acceptable WCAG level. OFA systems staff will keep abreast of new developments in accessibility for online content and will implement new technologies as they become available and assessed to be beneficial. As per subsection 14(6)(a) of the IASR, in determining whether the

requirements in this section 1(a) are “practicable”, it is necessary to consider, among other things, the availability of commercial software or tools or both.

- b) **Documents.** Employees are encouraged to apply best practices such as creating digital documents that are readable by screen readers (i.e. created using the Microsoft Word Styles function) and paper documents in an easily legible font and font size for those with low vision. The OFA will explore the possibility of implementing the most accepted accessibility font, *Raleway*, as the default font on MS Word. If not, then *Calibri* or *Arial*, respectively, would be considered next best options.
- c) **Telephone.** The OFA will accept Text Telephone (TTY) telephone calls from members of the public and other third parties using Telephone Relay Services or equivalent services. A TTY is a device used by people with hearing disabilities. Confidential government information and information protected by FIPPA should not be communicated through relay services but may be communicated internally using TTY devices, where communications by email or in person would otherwise be inappropriate.
- d) **Email.** Employees are encouraged to make email communications more accessible by avoiding the use of PDF attachments when possible and instead including content in the body of the email or a link to the HTML version.

2. OFA PREMISES

The OFA is committed to allowing clients, employees and third parties who may access our premises (temporary help, contractors, stakeholder colleagues, etc.) to do so in a manner that considers any disability they may have.

- a) **Assistive Devices.** The OFA will ensure employees who interact with third parties are familiar with assistive devices and permit the use of personal assistive devices to access our services. Assistive devices may include, but are not limited to wheelchairs, walkers, white canes, oxygen tanks, portable chalk boards, screen reading software, and electronic communication devices.
- b) **Service animals and support persons.** The OFA is committed to welcoming persons with disabilities accompanied by a service animal or support person and will not restrict their access to these supports on OFA premises.
- c) **Accessibility washroom.** The OFA will explore the addition of ‘Gender Inclusive’ signage to the current accessibility signage.

3. PROCUREMENT

In accordance with its procurement policy, the OFA incorporates accessibility criteria and features as required when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. Where it is determined to not be practicable, the OFA will be prepared

to provide a written explanation.

- a) **Requests for Bids** and other related procurements such as Requests for Services, require vendors to demonstrate that they are inclusive and accessible as an employer and as a provider of goods and/or services.
- b) The OFA will incorporate accessibility features when procuring or acquiring **Self-Service Kiosks**. Accessibility features may be technical, structural, and/or the access path to the kiosk. For the purposes of this section, a self-service kiosk is “an interactive electronic terminal, including a point-sale device, intended for public use that allows users to access one or more services or products or both.”

4. EMPLOYMENT

The OFA will continue to assess and eliminate barriers in recruiting new employees and in managing existing employees.

- a) **Supporting Employees.** The OFA will ensure employee accessibility needs and accommodations are in accordance with the following requirements of sections 30-32 of the IASR:
 - Performance management
 - Career development and advancement
 - Redeployment.

5. EMPLOYEE TRAINING

Introduced in December 2025, a new series of modules on AODA accessibility standards were made available to all OPS employees on LearnON. These modernized courses were developed by the OPS Accessibility Office, Treasury Board Secretariat, in collaboration with employees with disabilities and accessibility experts across the OPS:

- Accessibility Training Module 1: Introducing Accessibility
- Accessibility Training Module 2: Accessibility in the OPS
- Accessibility Training Module 3: Digital Accessibility
- Accessibility Training Module 4: Accessible Customer Service

with two new accessibility training modules for managers and above launching in late 2026:

- Accessibility Training Module 5: Accessibility Essentials for Management
- Accessibility Training Module 6: Building Leadership Capacity for Accessibility Excellence

Employees who have not completed the previous required AODA training were expected to complete the new Accessibility Training modules by June 30, 2026.

Employees who have completed the previous required AODA training are expected to complete the new Accessibility Training modules by March 31, 2028.

New employees are expected to complete the required Accessibility Training modules within 90 days of their start day as part of onboarding.

The OFA will monitor employee completion progress, as required.

6. NOTICE OF TEMPORARY DISRUPTION

- a) **External.** The OFA will provide notice on its external website and/or over the telephone during a planned or unexpected disruption in its services used by persons with disabilities.
- b) **Internal.** The OFA will provide notice on its internal Portal site and/or over email and/or over the telephone during a planned or unexpected disruption of supports for employees with disabilities.

Notices will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

7. FEEDBACK

- a) **External.** Comments regarding how well our service standards for clients, candidates for employment, and third parties with disabilities are being met are welcome and appreciated. Feedback can be provided through a general email address and phone number available on our website. All feedback regarding accessibility will be forwarded to the attention of the OFA HR Coordinator.
- b) **Internal.** Comments regarding how well we are supporting our employees with disabilities are welcome and appreciated. Feedback can be made directly to the OFA HR Coordinator by phone or email.

Persons who submit feedback can expect to hear back within 5 business days. The OFA will take all reasonable measures to rectify the situation regarding any complaint received. The OFA will consult with persons with disabilities through the review and consideration of all feedback received.

8. ANNUAL STATUS REVIEW

The OFA will measure the success of this Multi-Year Plan by checking its progress every December. This will provide a view of what has been accomplished and what still needs to be done. The progress report will be posted publicly as part of the OFA's Multi-Year Plan.

9. PROGRESS REPORT CHART (CUMULATIVE AS OF FIRST DATE IMPLEMENTED TO JANUARY 1, 2026)

Implementation Date	General Requirements	Information & Communications	Procurement	Employment	Training
As of January 1, 2014	Accessibility Policy & Multi-Year Plan developed	Accessible feedback processes in place Will accept TTY phone calls New public-facing websites conform to WCAG 2.0 Level AA	Accessibility integrated into all Requests for Bids and other related procurements	Emergency Response Information Workplace Violence Risk Assessment Accessible Recruitment Supporting Employees Training on Accessibility – Customer Service, Ontario Human Rights Code, IASR & AODA Informing Employees	
As of January 1, 2015	Accessibility Policy & Plan updated	All documents in any format that may be provided to the public, including responses to any future		Training on Accessibility – general Information and Communications, job-specific,	

Implementation Date	General Requirements	Information & Communications	Procurement	Employment	Training
		request under FIPPA, will conform to accessibility standards as set out by the IASR		Employment Standards for Managers	
As of January 1, 2016	Accessibility Compliance Report filed December 2015				
As of January 1, 2017					Email sent in August 2016 to Managers and Employees on the 6 accessibility courses on LearnOn
As of January 1, 2018	Accessibility Compliance Report filed December 2017				
As of January 1, 2019				Management of the development, support and records of accommodation plans assigned to OFAHR	
As of January 1, 2020	2019 Accessibility Compliance Report filed		Language regarding vendors' responsibility to comply with		Email sent to Managers and Employees on the 4 accessibility

Implementation Date	General Requirements	Information & Communications	Procurement	Employment	Training
			requirements under the OHRC, OD and AODA added to RFB/RFS templates		courses available on LearnOn
As of January 1, 2021		All external websites and web content conform to WCAG 2.0 Level AA			Completed internal AODA training audit to ensure compliance of mandatory training requirements

Implementation Date	General Requirements	Information & Communications	Procurement	Employment	Future Workspace	Training
As of January 1, 2022	Accessibility Compliance Report filed December 2021				Prioritization of accessibility in redesign of physical workspace	Email sent to Managers and Employees on any new accessibility courses available on LearnOn
As of January 1, 2023					Accessibility prioritized and integrated into redesigned workspace completed in November 2022	Email sent to Managers and Employees on mandatory training for all new employees
As of January 1, 2026	Accessibility Compliance	Accessibility integrated into				

Implementation Date	General Requirements	Information & Communications	Procurement	Employment	Future Workspace	Training
	Report filed December 2025	new public-facing website redesign, launched in September 2026				