



# Accessibility Status Report 2025

Ombudsman Ontario has historically undertaken to ensure a fully accessible environment for all people with disabilities. The Office has continued to build upon and improve its practices to ensure it meets the accessibility needs of persons with disabilities in a timely manner and consistent with the specific requirements of the *Accessibility for Ontarians with Disabilities Act* (the “AODA”) and its regulations, as well as the Ontario *Human Rights Code* (the “Code”).

Ombudsman Ontario established a multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the AODA. The most recent update occurred in 2022.

This Annual Status Report details the required annual update for 2025 on the progress of measures taken to improve accessibility. The purpose of this report is to track Ombudsman Ontario’s progress in line with our plan.

If you require this report in an alternate format, please contact [communications@ombudsman.on.ca](mailto:communications@ombudsman.on.ca).

## **Update related to the Design of Public Spaces Standards**

This is the second year that the Ombudsman’s office has been reopened to the public for in-person appointments, after being closed to the public since March 2020 due to COVID-19 safety measures. Ombudsman Ontario continues to take great care to ensure that in-person services are delivered in compliance with the AODA.

## **Update related to the Information and Communications Standards**

In June 2025, Ombudsman Ontario launched a new, modern, responsive, and fully accessible website. The new design makes it easier than ever for Ontarians to get help when dealing with government and public services, and the website has been optimized for use across a variety of platforms and with a variety of tools. In addition to meeting all accessibility requirements under the AODA and following accessibility best practices, the website has other features to help meet the needs of all Ontarians, including:



- Content is reviewed through a plain-language lens to ensure readability
- New complaint forms were developed after user testing, focusing on ease of navigation
- New content, including clear step-by-step guidance, was developed to help Ontarians understand what happens when they contact us
- PDFs continue to be tagged for accessibility
- Feedback forms have been implemented across the site, for real-time user feedback or questions

The website is audited annually for accessibility, and staff are trained on accessibility best practices, including with regards to adding website content and PDFs.

### **Update related to the Customer Service Standards**

Ombudsman Ontario continues to maintain up-to-date information about how to access services accessibly in a variety of ways, including by in-person appointment, phone, email, web form, teletype, or text-to-speech services. We work directly with members of the public to ensure we can serve them in a way that best suits their accessibility requirements.

In 2025, we engaged in three main initiatives to support our efforts to meet the requirements of the customer service standard. First, all staff completed specialized training about our obligations to provide complainants with reasonable accommodations on the basis of disability and all of the protected grounds set out in the Code. Second, staff in front-facing roles received refresher training in text-to-speech services. Third, staff engaged in plain language training to enhance our capacity for inclusive communication.

### **Update related to the Employment Standards**

Our online recruitment portal also meets all accessibility requirements. Ombudsman Ontario continues to inform employees and applicants about the availability of accommodation for disabilities in recruitment and in work.

### **Update related to Training Standards**

We continue to train staff about the *AODA* and accessibility for persons with disabilities. As noted above, our training in 2025 was expanded and enhanced. We continue to seek out opportunities for our staff to learn about incorporating accessibility into their services to the public, including about tools and practices to ensure we can help Ontarians in ways that best accommodate their needs.