



Large  
Print



# Beyond Compliance

Accessibility Self-Assessment Tool for Organizations

 [www.beyondcompliancetool.ca](http://www.beyondcompliancetool.ca)

# Guidebook

Produced by  
The Regional Municipality of York  
with support from  
the Government of Ontario



# With thanks ...

Beyond Compliance: Accessibility Self-Assessment Tool for Organizations was produced by The Regional Municipality of York with support from the Government of Ontario. It was created by a team of experts in the fields of accessibility, research and evaluation survey development. All components of this tool are based on best practices in the broad area of organizational accessibility within Ontario, Canada, and North America.

Many thanks to the organizations from all sectors across Ontario who participated in the development of the tool including focus groups and pilot testing. See the list of participating organizations on this page.

The tool was inspired by Building Diversity in Your Organization: A Self-Assessment Tool created by The Regional Municipality of York (2014), with thanks.

Special acknowledgment goes to the team of experts who helped develop this innovative resource including Sustainable Societies Consulting Group LTD, Argyle Public Relationships and Pixel Pusher Interactive.

Finally, all supporters and users of the tool are thanked for their ongoing commitment to creating a more welcoming and inclusive community for people of all abilities.

The development of the tool was a collaborative effort. Particular thanks go to the many organizations and individuals from all sectors, across Ontario, who provided input and expertise into the creation of this unique resource:

The Regional Municipality of York	Community Living York South	Niagara Region	Sandgate Women's Shelter
Accessibility Directorate of Ontario	Conference Board of Canada	Ontario Chamber of Commerce	Tim Hortons (Mark Wafer, Franchise Owner)
Bass Pro Shops	Corporation of the County of Perth	Ontario Hospital Association	Town of Ajax
Bond Brand Loyalty	County of Elgin	Ontario Municipal Social Services Association (OMSSA)	Town of Aurora
Canadian Business SenseAbility	County of Simcoe	Ontario Network of Accessibility Professionals	Town of Bradford West Gwillimbury
Canadian Hearing Society York and South Simcoe	E3 Community Services Intellware	Ontario Nonprofit Network	Town of Georgina
Canadian National Institute for the Blind	Job Opportunity Employment Network (JOIN)	Ontario Public Service, Diversity Office	Trent University
Centre for Addiction and Mental Health	Lake Simcoe Region Conservation Authority	Ontario Public Service, Treasury Board Secretariat	York Catholic District School Board
Children's Aid Society of Toronto	Lambton County Developmental Services	Peel District School Board	York Region Abuse Program
City of Kingston	Liftow Limited	Queen's University	York Region Accessibility Advisory Committee
City of Mississauga	Markham Stouffville Hospital	Rainy River District Social Services Administration Board	York Region Diversity and Inclusion Staff Committee
City of Vaughan	Metrolinx		Workforce Planning Board of York Region and Bradford, West Gwillimbury
Colleges Ontario	North Bay Parry Sound District Health Unit		
Community Living Newmarket Aurora District			

# Beyond Compliance: Accessibility Self-Assessment Tool for Organizations

## Contents of this guidebook

What is Beyond Compliance: Accessibility Self-Assessment Tool for Organizations?.....	4
How do I complete it?.....	6
Assessment Questions at a Glance.....	10
Leadership.....	11
Communication.....	12
Training and Professional Development.....	13
Employment Practices.....	14
Goods and Services.....	15
Physical Environment.....	16
Frequently Asked Questions.....	17



### Definition

**Accessibility:** The degree of ease that something can be used and enjoyed by people of all abilities.

This resource may be adapted for purposes that create more inclusive communities. Please cite the following: Adapted from *Beyond Compliance: Accessibility Self-Assessment Tool for Organizations* (2016) produced by The Regional Municipality of York with support from the Government of Ontario ([www.beyondcompliancetool.ca](http://www.beyondcompliancetool.ca)).



### Did you know?

This online assessment tool is not designed to measure compliance with the Accessibility for Ontarians with Disabilities Act (AODA), but rather the many measures that an organization can do beyond compliance to create an accessible organization.

# What is Beyond Compliance: Accessibility Self-Assessment Tool for Organizations?

Beyond Compliance: Accessibility Self-Assessment Tool for Organizations is a free online tool designed to be used by private, public and not-for-profit organizations of all sizes across Ontario who want to create a more accessible organization for people of all abilities.

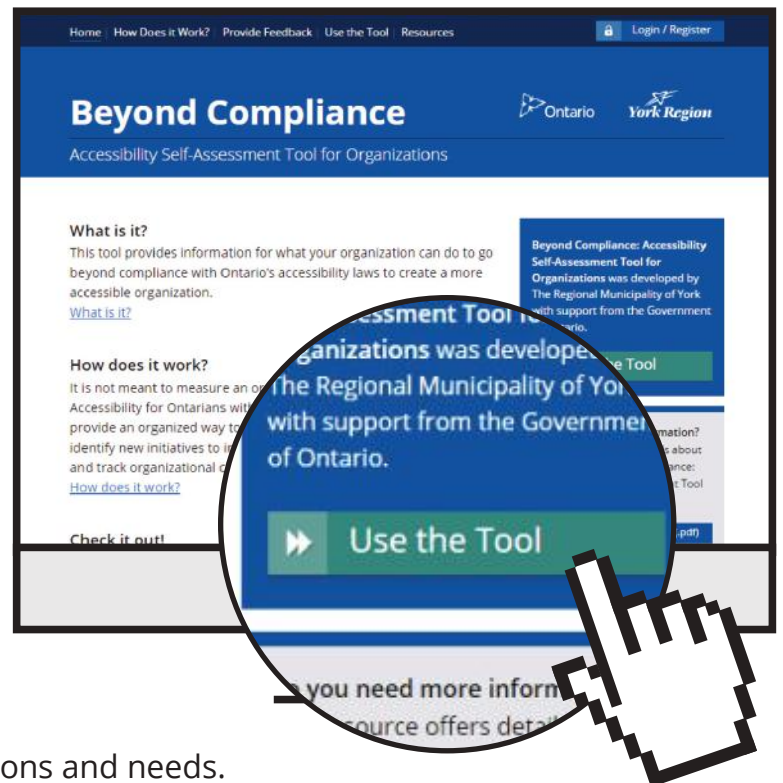
There are many benefits to creating an intentionally inclusive organization or business ...

Our diverse population needs programs and services that meet their needs and they have the opportunity to fully participate in.

At the same time organizations strive to attract from the full talent available in the community. A workplace that recognizes differences and values the contributions made by all employees is more likely to attract and retain the best employees of all abilities.

By extension if these employees bring the full spectrum of community views and diversity to their jobs, organizations can rely on internal resources to assist in delivering services to customers that meet their expectations and needs.

It is a win-win-win full circle situation. When an organization is accessible the community has access to programs and services they need ... the organization's workforce is strong ... and customers receive responsive services in return.



## ? Did you know?

A more accessible Ontario is good for our economy and our communities. Improved accessibility in Ontario can help generate up to \$9.6 Billion in new retail spending and \$1.6 Billion in new tourism spending. To learn more visit [ontario.ca/accessibility](http://ontario.ca/accessibility).

Beyond Compliance: Accessibility Self-Assessment Tool for Organizations has been developed to help organizations and businesses address this opportunity. Based on best practice research about creating accessible and inclusive organizations, this online survey allows you to measure how well your organization performs against best practice measures grouped under six key areas of organizational responsibility.

- **Leadership:** In an accessible organization, organizational leaders take ownership for accessibility activities that go beyond compliance with legislation.
- **Communications:** In an accessible organization the organization uses information and communication processes that are accessible to people with a wide range of abilities.
- **Training and Professional Development:** Accessibility training and professional development for all personnel helps to achieve and maintain an accessible organization.
- **Employment Practices:** An accessible organization encourages employment practices across the life cycle of employment to include people with a wide range of abilities.
- **Goods and Services:** An accessible organization provides goods and services that are accessible and welcoming to a wide range of users and delivered in a manner that reflects inclusionary practices.
- **Physical Spaces:** An accessible organization provides an accessible indoor and outdoor built environment for people with a wide range of abilities.

Once the survey is complete a unique report is produced that provides a view of your organization's accessibility and helps you identify new initiatives for improvement, with best practice resources available to guide you. Repeated on a scheduled basis the tool can also track change in the levels of accessibility in your organization over time.

Beyond Compliance is not meant to measure an organization's compliance with the Accessibility for Ontarians with Disabilities Act (or AODA) but rather help your organization identify what you can do beyond compliance to create a more accessible organization. Use of the tool is free, voluntary and confidential.

Beyond Compliance: Accessibility Self-Assessment Tool for Organizations was developed by The Regional Municipality of York as an EnAbling Change Project with the Government of Ontario.



# How do I complete Beyond Compliance: Accessibility Self-Assessment Tool for Organizations?

This self-assessment experience is designed to be simple to administer and complete. It also offers flexibility on how your organization wants to use it. Here is a summary of how to use it.



Access accessibility best practice resources from the main page

- 1. Become familiar with the main page.** The website top navigation bar is available throughout your use of the tool, to get you back to the website home page, to offer feedback on the website or access resources. The main page of the website also highlights an instructional video, this guidebook and information for quick reference.
- 2. Click on the link to open the tool.** The first time you use the tool you must register and create a username and password. These credentials can be shared with colleagues to allow collaboration and sharing of results. The first time you login you will link to an anonymous demographics survey. Subsequent logins will bypass this page and move you directly into the tool.

The tool is designed to be confidential and no identifiable information is collected or kept on record. Only your organization will have access to your answers and login credentials. It is important to take note of your user name and password. If you misplace or forget your login credentials you will need to register as a new user.

- 3. Select the area your organization would like to work on.** After logging in you will land on the area selection page. The tool is organized under six key areas of organizational responsibility. Your organization can choose to assess all six areas or pick the one or more areas you want to work on first. Areas not assessed now can also be assessed at a later date.

The area selection page offers your assessment at a glance, including the number of questions answered and percentage results for each area. There is also a

## ? Did you know?

Beyond Compliance requires a broadband internet connection and a modern standards-based Web browser such as current versions of Chrome or Firefox, Safari 9, Android Browser 4, Internet Explorer 11 or higher.



“quick navigation” drop down menu to jump to different sections of the tool, including final results. Remember to save your work before moving to another area.

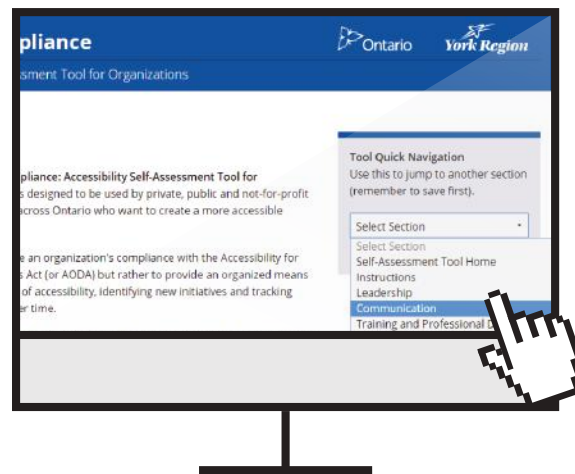
When you have finished your assessment come back to the area selection page and click on the Complete and Log Out button at the bottom. This will conclude your assessment. If you are not finished with your assessment simply logout and come back to finish the assessment another time.

- 4. **Answer the questions.** Each area has an overall best practice to create an accessible organization. This is the horizon you are aiming to reach. Each area also has a goal to help you reach that horizon, with each of the items you assess like steps along the way.

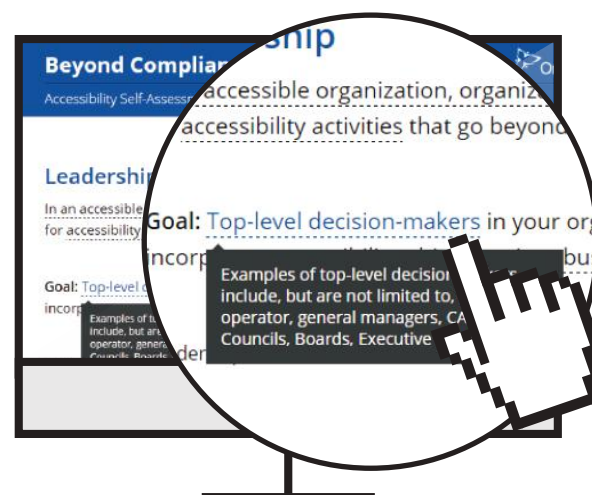
The areas offer a series of questions that are based on best practices to create an accessible organization. All are activities that are beyond what is required by Ontario’s accessibility laws. You can choose to skip questions that do not apply to your organization.

Questions are organized under primary and secondary sections. Our research told us that some best practices are more important to work on first. Your organization can focus on the primary questions only, come back to the secondary questions later, or choose to do all the questions at once.

- 5. **Learn definitions and terms.** Some of the terms in the questions have been defined to make the tool easier to use. Just roll your mouse over the highlighted words and a definition will pop-up for clarification.
- 6. **Record comments.** You have the option to record comments in the text box provided for each question. This is especially helpful if a team is involved in the assessment project and you want to share information.



Use the “quick navigation” drop down menu to jump to different sections of the tool



Roll your mouse over a highlighted word and a definition will pop up



Record and share comments in the text box provided for each question

All comments will be saved and aligned with your overall results for easy reference.

- 7. Consider your results.** After you complete an area you can view your results by clicking on the Results button. Answers to questions are tallied to provide an assessment of your organization on a scale from preparation to action, with a percentage result. Based on your answers your organization can see where it lies on the accessibility spectrum for that area.

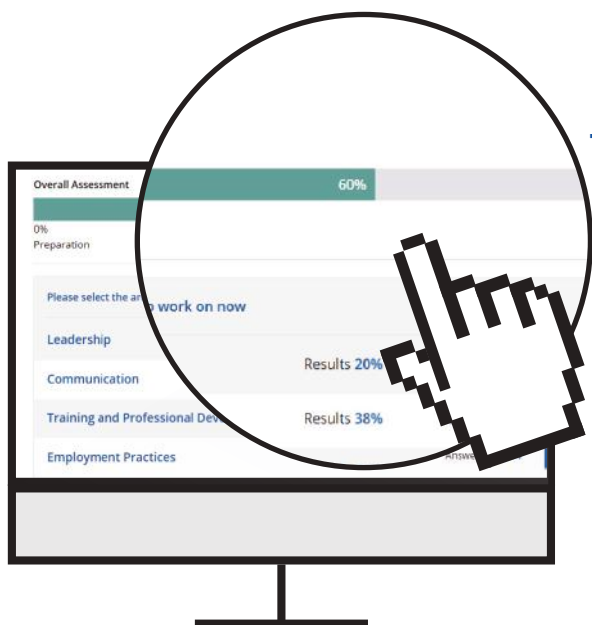
There is also a Full Report results page, with an overall accessibility measurement for your organization. This highlights your overall results for the six key areas of organizational responsibility.

See the Area Results Summary for a detailed copy of all your assessment results, with answers to all the questions. These can also be accessed from the quick navigation drop down menu.

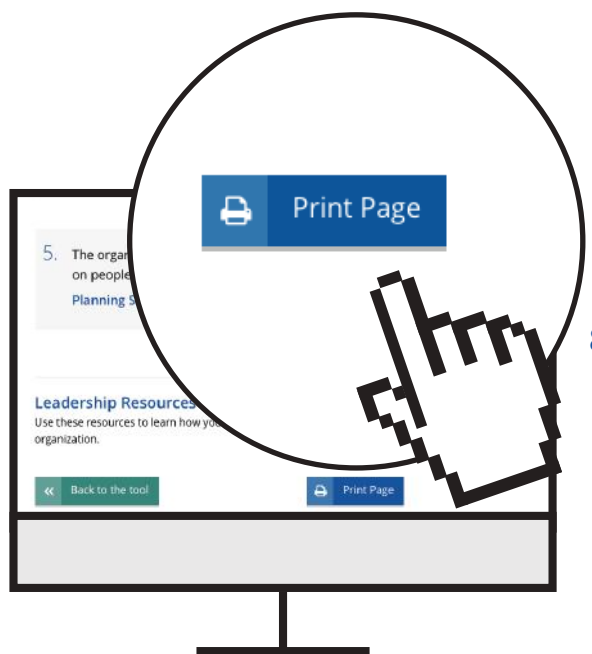
Keep in mind that these measurements are beyond compliance. Every measurement is a positive one and more than what is required by accessibility laws in Ontario.

- 8. Decide a plan of action and access the resources.** Decide what best practices your organization would like to work on to improve accessibility and use the resources to help achieve your goal. Access the best practice resources from the top navigation bar. With action the next time you complete this self-assessment you can rate your organization higher on the scale for that best practice, not only increasing your results but more importantly your organization's levels of accessibility.

- 9. Print or save your assessment.** Save your assessment as a PDF and print it for your records by clicking on the Print button on the results pages.



Answers to questions are tallied to provide an assessment of your organization with a percentage result



Save your assessment as a PDF and print it for your records by clicking on the Print button on the results page



**10. Continue or complete the assessment.** At this point you can go back and revisit your answers, use the navigation bar to go elsewhere in the tool, save and continue later, or forward the website and login information to a colleague for input. You can log back in as often as needed to complete your assessment.

You can also choose to complete the assessment. Return to the area selection page or use the quick navigation drop-down menu and press Complete and Log Out. Once you press Finish your assessment will be considered final, you will no longer have access to your results and your login credentials will expire.

If you have decided to complete your assessment and you haven't yet saved and printed your report, press View Results to save/print before selecting Finish. You also have the option to return to the tool.

In order to re-assess your organization in the future and the progress of your beyond compliance efforts, you will need to register as a new user. Upon successful registration, you will be able to use the tool. Our resources are always available to you from the main page of the website.

**11. Reassess your organization at a later date.** With the completed assessment you have established a baseline of accessibility in your organization, identified areas to improve and strategies to complete those tasks. Now plan to reassess your organization on a scheduled basis in the years ahead.

Research tells us that this type of assessment is best repeated one year apart to allow time for change to happen and to encourage an organization to set goals and milestones for each year. Establish timing that works best for your organization.



Return to the Area Selection page and press Complete and Log Out to finish your assessment

## ? Did you know?

In the next 20 years, an aging population and people with disabilities will represent 40% of total income in Ontario – that's \$536 billion. Making an accessible Ontario is not only the right thing to do, it makes good business sense. To learn more visit [ontario.ca/accessibility](http://ontario.ca/accessibility).

# Beyond Compliance: Accessibility Self-Assessment Tool for Organizations: Assessment Questions at a Glance

The tool is organized under six key areas of organizational responsibility. Each area has an overall best practice to create an accessible organization. Each area also has a goal, with a series of questions that are based on best practices to help achieve that goal. All are activities that are beyond what is required by Ontario's accessibility laws.

Questions are organized under primary and secondary sections. Research tells us that some best practices are more important to work on first. Your organization can focus on the primary questions only, come back to the secondary questions later, or choose to do all the questions at once.

Each question is assessed with the following measurement scale:

- 5** = Currently Implemented
- 4** = Mostly Implemented
- 3** = Early Stages of Implementation
- 2** = Planning Stages
- 1** = Not Yet Planned

The following section offers the assessment questions at a glance. They are grouped under the six key areas of organizational responsibility. Go to the online tool for the full interactive version including "pop up" definitions of key words.

## ? Did you know?

To do a quick check on the accessibility of your organization you can answer just the first three primary questions for each area. This will not provide a comprehensive assessment but can indicate which areas may need further exploration.

## AREA ONE: LEADERSHIP

---

### Overall best practice to create an accessible organization:

In an accessible organization, organizational leaders take ownership for accessibility activities that go beyond compliance with legislation.

**Goal:** Top-level decision-makers in your organization recognize and incorporate accessibility objectives into business planning practices.

### Primary Best Practices:

1. Beyond the requirements of legislation, your organization has a documented commitment to accessibility in its guiding documents.
2. There are accessibility champions in your organization who carry the influence and authority to create change.
3. Your organization embeds funding for accessibility activities in its annual business plan and budget.

### Secondary Best Practices:

1. Your organization has a diversity and inclusion policy that addresses accessibility for people with disabilities.
2. Beyond the requirements of legislation, your organization sets accessibility objectives, reviews them on a scheduled basis and modifies them as required.
3. Your organization has identified personnel who are responsible for the organization's accessibility activities.
4. The achievement of accessibility objectives is part of the performance management process for leaders in the organization.
5. The organization has processes in place so that organizational planning decisions consider impacts on people with disabilities.

## AREA TWO: COMMUNICATION

---

### Overall best practice to create an accessible organization:

In an accessible organization the organization uses information and communication processes that are accessible to people with a wide range of abilities.

**Goal:** Your organization has communication processes in place to ensure information is accessible to internal and external users with a wide range of abilities.

### Primary Best Practices:

1. Your organization includes a statement of accommodation on public facing communication products.
2. Your organization has a documented process to ensure communication is accessible and can be understood by a wide range of users with different abilities.
3. Beyond the requirements of legislation, your organization provides communication-related training to help personnel communicate with people with a wide range of abilities.

### Secondary Best Practices:

1. Your organization has a documented process for responding to requests for alternate formats or communication supports from the customers it serves.
2. Images in communication materials reflect people with a wide range of abilities.
3. Your organization provides communication technologies to help personnel communicate with people with a wide range of abilities.
4. Communication practices and products are reviewed and updated on a scheduled basis to improve accessibility to people with a wide range of abilities.
5. Beyond the requirements of legislation, your organization's public website(s) is/are designed to be accessible to users with a wide range of abilities.
6. Beyond the requirements of legislation, your organization's internal/intranet website(s) is/are designed to be accessible to users with a wide range of abilities.
7. When consulting with the people it serves your organization follows practices of accessible public engagement.
8. Your organization has practices in place for planning and conducting accessible meetings and events.

9. Your organization has practices in place to be able to communicate effectively with people with disabilities during emergency or evacuation situations.
10. Your organization uses the lexicon (or vocabulary) of language generally preferred by the disability community in its communication materials.
11. Your organization has procedures in place to collect information from clients who require assistance due to a disability.
12. Your organization incorporates accessibility features in the social media platforms it uses.

## AREA THREE: TRAINING AND PROFESSIONAL DEVELOPMENT

---

### Overall best practice to create an accessible organization:

Accessibility training and professional development for all personnel helps to achieve and maintain an accessible organization.

**Goal:** Your organization ensures that all personnel, including decision makers, are provided professional development opportunities to understand the value of an accessible organization and their role in creating a culture of accessibility.

### Primary Best Practices:

1. Beyond the requirements of legislation, accessibility-related professional development opportunities are available to all personnel.
2. Accessibility/inclusivity components are integrated into all training programs.
3. Your organization requires all training programs to be accessible to people with disabilities where possible.

### Secondary Best Practices:

1. Scheduled accessibility training is required for all personnel.
2. Your organization assesses the “accessibility competence” of personnel on a scheduled basis.
3. Accessibility related training is reviewed and updated on a scheduled basis.
4. People with disabilities (either within or outside the organization) are consulted in the development and review of accessibility related training programs.

5. Your organization provides opportunity for personnel to interact with, and learn from, the disability community.
6. Your organization maintains and updates accessibility related educational resources for personnel.

## AREA FOUR: EMPLOYMENT PRACTICES

---

### Overall best practice to create an accessible organization:

An accessible organization encourages employment practices across the life cycle of employment to include people with a wide range of abilities.

**Goal:** Your organization's employment practices and policies promote employment opportunities for qualified individuals with a wide range of abilities.

### Primary Best Practices:

1. Your organization's workforce reflects the diversity of the people it serves.
2. Your organization actively encourages employment opportunities for qualified people with a wide range of abilities
3. Beyond the requirements of legislation, your organization has documented procedures to encourage the employment of qualified individuals with a wide range of abilities.

### Secondary Best Practices:

1. Beyond the requirements of legislation, your organization provides an accessible recruitment process.
2. Your organization offers specialized recruitment training on the recruitment of people with disabilities to those involved in the recruitment process.
3. Your organization offers employment educational support for personnel about working with employees with different types of abilities.
4. Your organization has employment processes in place for employees with an invisible disability.
5. Employment practices and products are reviewed for accessibility on a scheduled basis, and updated as required.
6. Job descriptions reflect inclusionary objectives and are reviewed on a scheduled basis to ensure these objectives are being achieved.



7. Employment opportunities are advertised through mainstream and other relevant sources such as disability related networks and organizations.
8. Your organization actively seeks feedback about your employment practices, including accessibility, from people with disabilities and responds as required.
9. Your organization has evidence of an increasing number of personnel with a disability for evaluating its progress towards an ability-diverse workforce.
10. Employment activities are accessible for people of all abilities.
11. The achievement of accessibility objectives is part of the performance management process for employees in the organization.

## AREA FIVE: GOODS AND SERVICES

---

### Overall best practice to create an accessible organization:

An accessible organization provides goods and services that are accessible and welcoming to a wide range of users and delivered in a manner that reflects inclusionary practices.

**Goal:** Your organization's goods and services are accessible to internal and external users with a wide range of abilities.

### Primary Best Practices:

1. Beyond the requirements of legislation, your organization has a documented process to provide equitable and accessible goods and services to both internal and external users.
2. Beyond the requirements of legislation, your organization has a documented action plan to address current accessibility barriers in its goods and delivery of services.
3. Your organization provides accessible amenities that make your goods and services accessible to internal and external users of all abilities.

### Secondary Best Practices:

1. Beyond the requirements of legislation, defined training about the delivery of goods and services to people with disabilities is required for all personnel, on an ongoing basis.
2. Your organization reviews and updates the accessibility of goods and service delivery practices on an ongoing basis.

3. Demographic data from the Census of Canada and other surveys is used to plan and develop goods and services.
4. Your organization actively seeks feedback about the accessibility of its goods and services from the individuals it serves including people with disabilities.
5. Your organization includes an accessible procurement statement within your procurement policy and incorporates accessibility criteria in all procurement competitions for goods and services where practical.
6. Your organization promotes the accessibility features of its goods, services and amenities to the individuals it serves.
7. Your organization provides an accessible procurement process to prospective suppliers of goods and services.

## AREA SIX: PHYSICAL SPACES

---

### Overall best practice to create an accessible organization:

An accessible organization provides an accessible indoor and outdoor built environment for people with a wide range of abilities.

**Goal:** Your organization has a documented commitment and a strategy to provide an accessible built environment for internal and external users.

### Primary Best Practices:

1. Your organization follows the principles of Universal Design to make physical spaces more accessible.
2. Beyond the requirements of legislation, your organization has a documented action plan to address current accessibility barriers in your physical spaces.
3. Beyond the requirements of legislation, when leasing/renting properties, the accessibility of the physical space for internal and external users is part of the decision-making process.

### Secondary Best Practices:

1. Beyond the requirements of legislation, your organization has a documented process to ensure accessibility features are incorporated into new construction or renovation plans.
2. Your organization conducts scheduled audits to review current accessibility barriers in existing physical spaces.

3. Your organization includes accessibility criteria for a broad range of disabilities in its design of physical spaces.
4. Beyond the requirements of legislation, people with disabilities are consulted in the review of project plans for physical spaces.
5. Your organization offers its services, programs and activities in the most integrated setting possible ensuring all people receive a similar service in a similar way.
6. Your organization chooses furniture for your physical spaces that is accessible by people with a wide range of abilities.
7. Funding to address barriers in your organization's physical spaces is embedded in annual business plans and budgets.

## Frequently Asked Questions: Beyond Compliance: Accessibility Self-Assessment Tool for Organizations

### 1. Why was this accessibility self-assessment tool developed?

Ontario's accessibility legislation establishes a strong foundation for creating an accessible Ontario. Many organizations that have completed what is required by law want to go beyond compliance and are looking for best practices to follow, but there are few resources for organizations to turn to. Beyond Compliance: Accessibility Self-Assessment Tool for Organizations was developed to help fill that gap and increase access for people of all abilities in organizations.

### 2. How does the Beyond Compliance assessment tool work?

Beyond Compliance is organized under six key areas of organizational responsibility, with questions that are based on best practices to create an accessible organization. After you complete an area you receive an assessment of your organization on a scale from preparation to action, with a percentage result. Based on your answers your organization can see where it lies on the accessibility spectrum for that area, as well as overall. You then identify areas to improve and strategies to complete those tasks. Reassessment on a scheduled basis can show organizational change over time.

### ? Did you know?

You can clarify the expectations of compliance with the Accessibility for Ontarians with Disabilities Act (AODA) for your organization at [ontario.ca/accessibility](http://ontario.ca/accessibility).

### 3. How was the tool developed?

Beyond Compliance was produced by The Regional Municipality of York with support from the Government of Ontario. It was created by a team of experts in the fields of accessibility, research and evaluation survey development. All components of this tool are based on best practices in the broad area of organizational accessibility within Ontario, Canada, and North America. Organizations from all sectors across Ontario participated in the development of the tool including focus groups and pilot testing. See the acknowledgements page in this guidebook for a list of participating organizations.

### 4. How do I begin?

Use of the tool is confidential. To gain access to the tool you will need to go to the login page and create a password. This password can be shared with colleagues to allow collaboration and sharing of results. The first time you login you will link to an anonymous demographics survey. Subsequent logins will bypass this page and move you directly into the tool.

### 5. Can I check out the online tool before deciding to use it in my organization?

You must login to explore the tool's online features. The guidebook and instructional video have been designed to provide information about the tool's development, contents, use and features. The guidebook includes the assessment questions at a glance and can be downloaded and printed. You can also use these resources to promote the use of the tool to other potential users in your organization.

### 6. Why is demographic information being collected?

The Government of Ontario has a goal of creating an accessible Ontario by 2025. To help measure this, this assessment tool will collect information about the types of organizations interested in being accessibility champions by using it. All results are anonymous, non-identifying and are not traced back to your organization.

### 7. Who has access to the assessment results?

Only your organization will have access to your answers. All results are anonymous, non-identifying and are not traced back to your organization. Though a database will exist with the information, the use of login codes will ensure that your personal answers remain anonymous. The Government of Ontario may use some of the anonymous data to help measure progress towards creating an accessible Ontario by 2025.

## 8. Who should participate in filling out the assessment?

Beyond Compliance is not meant to be a survey completed by all staff in an organization. Respondents should be individuals who can respond insightfully to questions regarding the accessibility of your organization. Depending on the type and size of your organization, the leadership team, board members and additional key staff members may be the right respondent group. Different sections can also be completed by different content experts.

## 9. Can multiple users complete the assessment?

Simply share the login name and password to allow collaboration and sharing of results between multiple users. You can choose to complete the self-assessment in a group setting or individually, with results shared back and forth online. You have the option to record comments or questions to colleagues in a text box provided for each question. The tool has also been designed so multiple users can be working on it at the same time.

Note: Please keep your login and password in a safe place. To ensure anonymity lost login and password information cannot be retrieved. If you forget your login or password, you will have to re-register and will lose all progress.

## 10. How is the tool organized?

The tool is organized under six key areas of organizational responsibility: leadership, communication, training and professional development, employment practices, goods and services, and physical spaces. Your organization can choose to assess all six areas or pick the one or more areas you want to work on first. Areas not assessed now can be assessed at a later date.

**11. What is the measurement scale for each question?** The best practice measurements represent what is needed to have an increasingly accessible organization. Since it is a self-assessment tool, an organization should evaluate itself honestly against each question. The measurement scale for each question is:

5=Currently Implemented

4=Mostly Implemented

3=Early Stages of Implementation

2=Planning Stages

1=Not Yet Planned

This measurement scale is then reflected in the assessment results and the organization can use those results to inspire changes to its operations and practices.

**12. What happens at the conclusion of my assessment?** When your assessment is complete you will have the ability to download and save your report as a PDF. This will conclude your assessment session. You are encouraged to re-assess your organization and implement new accessibility strategies on a scheduled basis. Each time you re-assess your organization you will create a new user name and login account.

**13. How often should this self-assessment be repeated?**

Beyond Compliance provides an aggregate view of your organization's accessibility and helps you identify new initiatives for improvement. Repeated on a scheduled basis the tool can also track change in your organization over time. For optimal use it is suggested that the assessment be completed every 12 to 18 months and that similar positions in the organization complete it for consistency.

**14. What are the internet requirements for this online tool?**

Beyond Compliance requires a broadband internet connection and a modern standards-based Web browser such as current versions of Chrome or Firefox, Safari 9, Android Browser 4, Internet Explorer 11 or higher.



**? Did you know?**

One in seven people in Ontario is living with a disability. Over the next 20 years that number will increase as the population ages, putting the overall percentage of those living with a disability and/or supporting those with a disability as a family member or friend at just over 50% of the population. To learn more visit [ontario.ca/accessibility](http://ontario.ca/accessibility).





Accessible formats or communication supports are available upon request  
Use the “Provide Feedback” button on [beyondcompliancetool.ca](http://beyondcompliancetool.ca)

Produced by  
The Regional Municipality of York  
with support from  
the Government of Ontario

