



ACA Blueprint 4

Comparing Regulations
Under the ACA



ACA Blueprint 4 – Legal Requirements Among the Accessible Canada Regulations, Canadian Radio-Television and Telecommunications Commission (CRTC) Accessibility Reporting Regulations, and Accessible Transportation Planning and Reporting Regulations

	Accessible Canada Regulations	CRTC Regulations	CTA Regulations
Initial Accessibility Plan (AP) Deadline	<ul style="list-style-type: none"> Dec 31st, 2022: Federal government, Canadian Forces, agencies, and crown corporations June 1st, 2023: Entities with 100 or more employees June 1st, 2024: Entities with 10-99 employees 	<ul style="list-style-type: none"> June 1st, 2023: Public or private entities with 100 or more employees June 1st, 2024: Private entities with 10-99 employees 	<ul style="list-style-type: none"> Dec 31st, 2022: Public transportation providers June 1st, 2023: Large private transportation providers with 100 or more employees June 1st, 2024: Small private transportation providers with 10-99 employees
Description of Feedback Progress Deadline	<ul style="list-style-type: none"> Feedback processes must be published at the same time as their initial accessibility plan 	<ul style="list-style-type: none"> June 1st, 2022: Public or private entities with 100 or more employees June 1, 2023: Private entities with 10-99 employees 	<ul style="list-style-type: none"> Feedback processes must be published at the same time as their initial accessibility plan
Progress Report Deadline	<ul style="list-style-type: none"> Progress reports must be published each year In the third year, companies will have to publish an updated AP 	<ul style="list-style-type: none"> Progress reports must be published each year In the third year, companies must publish an updated AP 	<ul style="list-style-type: none"> Progress reports must be published each year In the third year, providers must publish an updated AP
Updated AP Deadlines	<p>Updated APs must be published every 3 years. A planning and report cycle includes 3 years:</p> <ul style="list-style-type: none"> One updated accessibility plan Two progress reports 	<p>Updated APs must be published every 3 years. A planning and report cycle includes 3 years:</p> <ul style="list-style-type: none"> One updated accessibility plan Two progress reports 	<p>Updated APs must be published every 3 years. A planning and report cycle includes 3 years:</p> <ul style="list-style-type: none"> One updated accessibility plan Two progress reports
What Headings are Required in an AP	<p>APs require the following headings:</p> <ul style="list-style-type: none"> General Priority Areas Under the ACA Consultations 	<p>APs require a header for elements of its plan is required under subsections 42(1), (5) and (9) of the ACA</p>	<p>Aps require the following headings:</p> <ul style="list-style-type: none"> General A heading in respect to each element referred to in subsection 60(1) of the ACA Consultations

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What Must be Included in Progress Reports	<ul style="list-style-type: none"> • Must describe how well the organization is removing barriers in its AP • Must have the same information as accessibility plans • Must explain feedback received, whether critical or positive, and describe how feedback was taken into consideration 	<ul style="list-style-type: none"> • Must describe how well the company is removing barriers in its AP • Must have the same information as accessibility plans • Must explain feedback received, whether critical or positive, and describe how feedback was taken into consideration 	<ul style="list-style-type: none"> • Must describe how well the provider is removing barriers in its AP • Must have the same information as accessibility plans • Must explain feedback received, whether critical or positive, and describe how feedback was taken into consideration
What Must be Included in the Description of Feedback Process	<ul style="list-style-type: none"> • Designate a person responsible for receiving feedback on behalf of the entity • Provide the title of the position that the designated person holds • Allow persons to provide feedback by mail, telephone, and email, as well as any other means the entity uses to communicate with the public • Allow persons to provide feedback anonymously • Acknowledge feedback in the same manner in which it was received, unless the feedback was provided anonymously 	<ul style="list-style-type: none"> • Designate a person responsible for receiving feedback on behalf of the entity • Provide the title of the position that the designated person holds • Allow persons to provide feedback by mail, telephone, and email, as well as any other means the entity uses to communicate with the public • Allow persons to provide feedback anonymously • Acknowledge feedback in the same manner in which it was received, unless the feedback was provided anonymously 	<ul style="list-style-type: none"> • Designate a person responsible for receiving feedback on behalf of the entity • Provide the title of the position that the designated person holds • Allow persons to provide feedback by mail, telephone, and email, as well as any other means the entity uses to communicate with the public • Allow persons to provide feedback anonymously • Acknowledge feedback in the same manner in which it was received, unless the feedback was provided anonymously

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Content Format for APs, Progress Reports (PRs), and Descriptions of Feedback Process (FPs)	<p>APs PRs, and FPs must be:</p> <ul style="list-style-type: none"> • Written in simple, clear, and concise language • Published directly on the home screen or page of the main digital platform used to communicate with the public, or accessible via a hyperlink from the home screen or page • Displayed in a location that is visible and accessible to the public at the entrance of each business location if there is no public digital platform • In compliance with level AA of the latest version of the Web Content Accessibility Guidelines (WCAG) • Available in alternate formats 'as soon as feasible', with Braille or audio formats within 45 days; and print, large print, and electronic versions compatible with adaptive technology within 15 days (public or private entities with 100 or more employees) or 20 days (private sector entities with 10-99 employees) 	<p>APs PRs, and FPs must be:</p> <ul style="list-style-type: none"> • Written in simple, clear, and concise language • Published directly on the home screen or page of the main digital platform used to communicate with the public, or accessible via a hyperlink from the home screen or page • In compliance with level AA of the latest version of the Web Content Accessibility Guidelines (WCAG) • Available in alternate formats 'as soon as feasible', with Braille or audio formats within 45 days; and print, large print, and electronic versions compatible with adaptive technology within 15 days (public or private entities with 100 or more employees) or 20 days (private sector entities with 10-99 employees) 	<p>APs PRs, and FPs must be:</p> <ul style="list-style-type: none"> • Written in simple, clear, and concise language • Published directly on the home screen or page of the main digital platform used to communicate with the public, or accessible via a hyperlink from the home screen or page • Displayed in a location that is visible and accessible to the public at the entrance of each business location if there is no public digital platform • In compliance with level AA of the latest version of the Web Content Accessibility Guidelines (WCAG) • Available in alternate formats 'as soon as feasible', with Braille or audio formats within 45 days; and print, large print, and electronic versions compatible with adaptive technology within 15 days (public or private entities with 100 or more employees) or 20 days (private sector entities with 10-99 employees)

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Retention of APs, PRs, and FPs	<p>If the entity has a publicly accessible digital platform:</p> <ul style="list-style-type: none"> • APs and PRs must be retained online for 7 years • The most recent version of the FPs must be retained online until a new version of the description is published, and for at least 7 years <p>If the entity doesn't have a publicly accessible digital platform:</p> <ul style="list-style-type: none"> • A print or electronic copy of its APs and PRs must be retained for 7 years • A print or electronic copy of the most recent version of the FPs must be retained until a new version is published and for at least 7 years 	<ul style="list-style-type: none"> • No information found 	<ul style="list-style-type: none"> • No information found
Fines	<ul style="list-style-type: none"> • Fines can be given to organizations who do not follow the <i>Accessible Canada Act</i> and the accessibility regulations if they: do not make or update an AP by deadlines, do not consult with PWD, do not give documents in alternate formats, do not create FP by deadline, do not give Accessible Commissioner (AC) a copy of AP or PR, do not follow an order of the AC • Fines range from \$250 - \$250,000 depending on the size, past violations in the last 5 years, whether the violation is minor serious or very serious, and the gravity value of the violation 	<ul style="list-style-type: none"> • No information found 	<ul style="list-style-type: none"> • The CTA approach to compliance monitoring and enforcement is guided by its modern compliance monitoring and enforcement policy and enforcement process • Fines range from \$50 - \$250,000 depending on the size, past violations, and severity level of the violation

Interested in learning more?

Check out CCRW's other ACA blueprints: [Link to be added](#)

Questions? Please contact:

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