



Make your website accessible

To help make Ontario accessible to people with disabilities, the Accessibility Standard for Information and Communications requires some organizations in the province to make their websites and web content accessible. This summary will help you find out what you need to do.

What do I have to do?

Your website and its content must meet the Web Content Accessibility Guidelines (WCAG) 2.0, as outlined in the Accessibility Standard for Information and Communications.

What does WCAG 2.0 do?

WCAG 2.0 is an internationally accepted standard for web accessibility developed by the World Wide Web Consortium (W3C), an international team of experts.

WCAG 2.0 sets out guidelines for organizations to follow to make their websites more accessible for people with disabilities. The guidelines cover things like writing web content in clear language, providing alternate text for images and making sure someone can navigate your website with just a keyboard.

Each guideline has three levels of accessibility: A, AA and AAA. Level AAA is the highest level of accessibility. Following these guidelines should make it easier for everyone to access your website and content, including people without disabilities.



When does my website have to be accessible?

We're phasing in the WCAG 2.0 requirements to make it easy for you to build accessibility into your organization's website. The timelines are as follows.

Government of Ontario and the Legislative Assembly

- 2012** New public and internal websites and web content must conform with WCAG 2.0 Level AA other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions).
- 2016** All public websites and web content must conform with WCAG 2.0 Level AA other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions).
- 2020** All public and internal websites and web content must conform with WCAG 2.0 Level AA.

Public sector organizations, businesses and non-profit organizations (50+ staff)

- 2014** New public websites and web content must conform with WCAG 2.0 Level A.
- 2021** All public websites and web content posted after January 1, 2012, must conform with WCAG 2.0 Level AA other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions).

How do I comply with this?

Talk to your organization's web developer about complying with the requirements. Our [Making your website more accessible guide](#) includes information to help you work with web developers, whether they are in-house staff or external contractors.



What if it's not possible for me to do this?

Sometimes it may not be possible to meet the WCAG 2.0 requirements. For example, you used software and other tools that predate WCAG 2.0 to develop your website. You may be able to update or repair the products you used to support accessibility. If this is not possible, make sure you use software that supports accessibility the next time you revamp your site.

Want more detailed information?

[Read Making your website more accessible](#)

[Get an overview of the Web Content Accessibility Guidelines \(WCAG\)](#)

[Check out this guide to understanding and implementing WCAG 2.0](#)

[Read our policy guidelines](#)

The Accessibility Standard for Information and Communications is part of the Integrated Accessibility Standards Regulation 191/11. [Read the regulation](#) to find out more.