Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- a municipality
- an education institution (e.g. school board, college, university or school)
- a producer of education material (e.g. textbooks)
- a library board

C. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Make your employment practices accessible

1. Does your organization notify its employees and the public about the availability of accommodations during the recruitment process? *
   
   [ ] Yes [ ] No
   
   Read O. Reg. 191/11 s.22 - 24: Recruitment
   
   Learn more about your requirements for question 1
   
   Comments for question 1

2. Does your organization provide employees with updated information about its policies to support employees with disabilities? *
   
   [ ] Yes [ ] No
   
   Read O. Reg. 191/11 s.25: Informing employees of supports
   
   Learn more about your requirements for question 2
   
   Comments for question 2

3. When requested, does your organization provide employees with disabilities information in an accessible format or with communication supports? *
   
   [ ] Yes [ ] No
   
   Read O. Reg. 191/11 s.26: Accessible formats and communication supports for employees
   
   Learn more about your requirements for question 3
   
   Comments for question 3
4. Does your organization prepare individualized workplace emergency response information for employees with disabilities? *

[Yes] [No]

Read O. Reg. 191/11 s.27: Workplace emergency response information

Learn more about your requirements for question 4

Comments for question 4

<table>
<thead>
<tr>
<th>Make new or redeveloped public spaces accessible</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Since January 1, 2016, has your organization constructed new or redeveloped existing recreational trails that you intend to maintain? *</td>
</tr>
</tbody>
</table>

[Yes] [No]

Read O. Reg. 191/11 Part IV.1: Design of Public Spaces Standards - Definitions

Learn more about your requirements for question 5

Read O. Reg. 191/11 s.80(8): Consultation, recreational trails

Learn more about your requirements for question 5.a

Read O. Reg. 191/11 s.80(9): Technical requirements for trails

Learn more about your requirements for question 5.b

| 6. Since January 1, 2016, has your organization constructed new or redeveloped existing beach access routes that you intend to maintain? * |

[Yes] [No]

Read O. Reg. 191/11 Part IV.1: Design of Public Spaces Standards - Definitions

Learn more about your requirements for question 6

Read O. Reg. 191/11 s.80(10): Technical requirements for beach access routes

Learn more about your requirements for question 6.a

| 7. Do your new or redeveloped recreational trail and/or beach access routes include boardwalks? * |

[Yes] [No]

Read O. Reg. 191/11 s.80(12): Boardwalks

Learn more about your requirements for question 7.a
8. Do your new or redeveloped recreational trails and/or beach access routes include ramps? *  
(if Yes, you will be required to answer additional questions)

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

Read O. Reg. 191/11 s.80(13): Ramps

Learn more about your requirements for question 8.

Read O. Reg. 191/11 s.80(13): Ramps

Learn more about your requirements for question 8.a

9. Since January 1, 2016, has your organization constructed new or redeveloped existing outdoor public use eating areas that you intend to maintain? *  
(if Yes, you will be required to answer additional questions)

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

Read O. Reg. 191/11 s.80(17): Outdoor public use eating areas, general requirements

Learn more about your requirements for question 9.

Read O. Reg. 191/11 s.80(17): Outdoor public use eating areas, general requirements

Learn more about your requirements for question 9.a

10. Since January 1, 2016, has your organization constructed new or redeveloped existing outdoor play spaces that you intend to maintain? *  
(if Yes, you will be required to answer additional questions)

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

Read O. Reg. 191/11 s.80(19): Outdoor play spaces, consultation requirements

Learn more about your requirements for question 10.a

Read O. Reg. 191/11 s.80(20a): Outdoor play spaces, accessibility in design

Learn more about your requirements for question 10.b

Read O. Reg. 191/11 s.80(20b): Outdoor play spaces, accessibility in design

Learn more about your requirements for question 10.c

11. Since January 1, 2016, has your organization constructed new or redeveloped existing exterior paths of travel that you intend to maintain? *  
(if Yes, you will be required to answer additional questions)

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

Read O. Reg. 191/11 s. 80(21) - 80(31): Exterior Paths of Travel

Learn more about your requirements for question 11.a
12. Since January 1, 2016, has your organization constructed new or redeveloped existing off-street parking facilities that you intend to maintain? *
   (If Yes, you will be required to answer additional questions)
   - Yes
   - No

   Read O. Reg. 191/11 s.80(32)-80(37): Accessible Parking
   Learn more about your requirements for question 12.a

13. Since January 1, 2016, has your organization constructed a new or replaced an existing service counter? *
   (If Yes, you will be required to answer additional questions)
   - Yes
   - No

   Read O. Reg. 191/11 s. 80(41): Service counters
   Learn more about your requirements for question 13.a

14. Since January 1, 2016, has your organization constructed new fixed queuing guides? *
   (If Yes, you will be required to answer additional questions)
   - Yes
   - No

   Read O. Reg. 191/11 s.80(42): Fixed queuing guides
   Learn more about your requirements for question 14.a

15. Since January 1, 2016, has your organization constructed new or redeveloped existing waiting areas? *
   (If Yes, you will be required to answer additional questions)
   - Yes
   - No

   Read O. Reg. 191/11 s.80(43): Waiting areas
   Learn more about your requirements for question 15.a

16. Does your organization’s public spaces have accessible elements in place as required under the Design of Public Spaces Standard of the IASR? *
   (If Yes, you will be required to answer additional questions)
   - Yes
   - No

   Read O. Reg. 191/11 Part IV.1: Design of public spaces standards
   Learn more about your requirements for question 16

16.a. Does your organization’s multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order as outlined in s.80(44) of the IASR? *
   - Yes
   - No

   Read O. Reg. 191/11 s.80(44): Maintenance of accessible elements
   Learn more about your requirements for question 16.a

Comments for question 16.a
17. Does your organization provide conventional transportation services? *
   (if Yes, you will be required to answer additional questions)
   Read O. Reg. 191/11 Part IV - Transportation Standards: Definitions
   Learn more about your requirements for question 17

18. Does your organization provide specialized transportation services? *
   (if Yes, you will be required to answer additional questions)
   Read O. Reg. 191/11 Part IV - Transportation Standards: Definitions
   Learn more about your requirements for question 18

19. In the jurisdiction where you provide specialized transportation services, does another organization
   provide conventional transportation services? *
   (if Yes, you will be required to answer additional questions)
   Read O. Reg. 191/11 s.66: Fare parity
   Learn more about your requirements for question 19.a

20. Other than the requirements cited in the above questions, is your organization complying with all other
   requirements in effect under the Integrated Accessibility Standards Regulation? *
   Read O. Reg. 191/11: Integrated Accessibility Standards
   Learn more about your requirements for question 20
How to complete your accessibility compliance report

You must complete the mandatory fields on each page before you can move to the next page. Mandatory fields are marked with an asterisk (*).

To start, save the form on your local computer and be sure to open it with Adobe Reader. You can save the form at any point in the process and return to it later. You may distribute the form within your organization for input before submitting.

You need the following to file your accessibility compliance report:

- Nine-digit Business number (BN9), that identifies your organization with the Canada Revenue Agency (found on federal and provincial tax returns). In the rare case that an organization doesn’t have a Business number (BN9), an AODA identifier (assigned by the Accessibility Directorate of Ontario) would be used in its place.
- Your Organization category
  - if you are a Business or a Non-profit, your Organization category is Business/Non-profit
  - if you are a municipality, or a hospital, college, university, school board, public transportation provider (under Schedule 1 of the regulation 191/11), or an agency, board or commission (under Column 1 of Table 1 of Ontario Regulation 146/10), your Organization category is Designated Public Sector
  - Note: If you select the wrong organization category, you may see questions that do not apply to you. You will need to correct the category and enter your data again to successfully submit your report.
- Number of employees in your organization
- A person with authority to bind your organization (e.g. a director or senior officer) must certify your organization’s accessibility compliance report as complete and accurate.

You are able to file on behalf of up to 20 organizations using one form. To do so you will need each organization’s business number (BN9) or AODA identifier, number of employees and address. All organizations filing under the same form must have the same Organization category (e.g. Business/Non-profit), Number of employees range (e.g. 20-49, 50+), certifier, and all answers to the accessibility compliance questions must be the same. If not, you will need to complete a separate form for each organization.

If you require the accessibility compliance report in an alternate format, please contact accessibility@ontario.ca

Note: Users of assistive technology should pull up a list of buttons to get a list of the links on the form.

Begin your report

Follow these steps to complete your form:

- Download and open the form
- Save the form on your computer and open it with Adobe Reader.
- Enter your organization’s information and select Next.
- If you need information about your organization’s requirements, click on the appropriate link in section B: Understand your accessibility requirements. This will bring you to our website where you can see your past, current and future requirements.
- The questions you will see on the form are based on the accessibility requirements that apply to your Organization category (e.g. Business/Non-profit) and Number of employees range (e.g. 20-49, 50+).
- Click Yes (if you are in compliance) or No (if you are not in compliance) for each question. You may add comments in the comment box below each question.
- Each report question has links to:
  - The regulation section that is related to that question.
  - Helpful resources to help you understand and comply with the requirements.
- Once you have answered all of the questions, click Save form at the bottom of the page before clicking Next.
- Review the accessibility compliance report summary.
Certify and submit your report

- Complete the information in the Certifier Information section
- The certifier must:
  - Review all information entered on the form for completeness and accuracy.
  - Check the three boxes to indicate their authority as a certifier in your organization.
- Enter information for a primary contact in your organization. This person may be the certifier or a different person.
- You may save the form at any time by clicking the Save form button.
- When you are ready to submit your report, click the Save and submit button. You will be prompted to save the form on your local computer first and then it will be submitted.
- Wait for a confirmation prompt that either confirms submission or indicates any problems.
- Once you have successfully submitted your certified report, an email will be sent to the Certifier and the Primary Contact with a confirmation number and an accessible PDF copy of your organization’s accessibility compliance report.

If you have any questions please contact the AODA Contact Centre (ServiceOntario) at:

Toll Free Phone: 1-866-515-2025     TTY Toll free: 1-800-268-7095
Phone: 416-849-8276              TTY: 416-325-3408