2019 Accessibility Compliance Report

Completing 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 computer. Be sure to open the form with Adobe Reader 10 or higher. 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:

- organization legal name
- 9-digit business number (BN9). This is the number that Canada Revenue Agency uses to identify your organization. You can find it on your federal or provincial tax return. If your organization does not have a business number (BN9), contact us to receive an AODA identifier to be used in place of a business number (BN9).
- organization category (OPS/OLA, Designated Public Sector, Business/Non-profit)
  - 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 Ontario 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 in Ontario
- name and contact information of your certifier (a director or senior officer with legal authority to say that the report is complete and accurate)

File for up to 20 organizations at once

You can use one form to file a report for up to 20 organizations. To do so, you need each organization's:

- legal name
- business number (BN9) or AODA identifier
- number of employees in Ontario
- address

Each organization must have the same:

- organization category
- number of employees range (e.g. 20-49, 50+)
- certifier
- answers to all of the accessibility compliance questions

If not, you will need to complete a separate form for each organization.

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

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Begin your report

Follow these steps to complete your form:

1. **Download and save the form**
   - Download and save the form on your computer
   - Open the form with Adobe Reader 10 or higher
2. **Enter your organization's information**
   - Enter your organization's information then select **Next**
3. **Understand your requirements**
   - If you need information about the requirements, select the website 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.
4. **Answer the questions**
   - The questions on the form are based on the requirements that apply to your:
     - organization category
     - number of employees range
   - Select **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, select **Save form** at the bottom of the page before selecting **Next**
   - Review the accessibility compliance report summary.
5. **Certify and submit your report**
   - Complete the Certifier Information section
   - The certifier must:
     - make sure all information on the form is complete and accurate
     - check all three boxes to show they have authority to certify your organization
     - enter the certification date or select it from the drop down calendar
   - Enter your organization's primary contact. This is the person to be contacted if more information is needed. This person may be the certifier or a different person.
   - You may save the form at any time by selecting the **Save** form button. When you are ready to submit your report, select the **Save and Submit button**. You will be prompted to save the form on your computer first and then it will be submitted.
   - Wait for a confirmation prompt with a confirmation number that either confirms submission or indicates any problems.
   - Once the report is received, an email will be sent to the Certifier and the Primary Contact. This email will include:
     - a confirmation number
     - an accessible PDF copy of your report

If you have not received a confirmation number upon successfully submitting the form or 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

Email: accessibility@ontario.ca

Accessible alternate formats

If you need the accessibility compliance report in an accessible format, please email accessibility@ontario.ca.

Ontario

Ministry for Seniors and Accessibility

2019 Accessibility Compliance Report

Instructions

All information you provide is subject to the *Freedom of Information and Protection of Privacy Act.*

Fields marked with an asterisk (*) are mandatory.

A. Organization information

Organization category *	Number of employees range *	Reporting year
Designated Public Sector	50+ employees	2019

Business details

Organization legal name *
The Corporation of the Town of Aurora

Number of employees in Ontario * Help
564

Business number (BN9) * Help
[redacted]

☐ Check this box if you have received an AODA identifier from the Ministry for Seniors and Accessibility

☐ Check if operating/business name is same as legal name

Organization operating/business name
Town of Aurora

Language preference for communications *
English

Sector that best describes your organization's principal business activity * Help
91

Subsector (if possible)
913

Industry group (if possible)
[redacted]

Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

Country * ◉ Canada ○ USA ○ International

Type of address * ◉ Street address ○ Street address served by route ○ Other

Unit number	Street number *	Street name *
	100	John West Way

Street type	Street direction	City *	Province *
		Aurora	ON (Ontario)

Postal code *
L4G 6J1

Business address

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

☑ Check if business address is same as mailing address

Country * ◉ Canada ○ USA ○ International

Type of address * ◉ Street address ○ Street address served by route ○ Other

Unit number	Street number *	Street name *
	100	John West Way

Street type	Street direction	City *	Province *
		Aurora	ON (Ontario)

Postal code *
L4G 6J1

Organization category Designated Public Sector	Number of employees range 50+
Filing organization legal name The Corporation of the Town of Aurora	
Filing organization business number (BN9) [redacted]	

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

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.

Foundation requirements

1. Does your organization have written accessibility policies and a statement of commitment? * ◉ Yes ○ No

Read O. Reg. 191/11 s. 3: Establishment of accessibility policies — Learn more about your requirements for question 1

Comments for question 1

2. Has your organization established, implemented and maintained a multi-year accessibility plan and posted it on your organization's website? * ◉ Yes ○ No

Read O. Reg. 191/11 s. 4: Accessibility plans — Learn more about your requirements for question 2

Comments for question 2

3. Has your organization completed a review of its progress implementing the strategy outlined in its accessibility plan and documented the results in an annual status report posted on the organization's website? * ◉ Yes ○ No

Read O. Reg. 191/11 s. 4(1), 4(3): Accessibility plans — Learn more about your requirements for question 3

Comments for question 3

4. Did your organization consult with people with disabilities when establishing, reviewing and updating its multi-year accessibility plan? * ◉ Yes ○ No

Read O. Reg. 191/11 s. 4(2): Accessibility plans — Learn more about your requirements for question 4

Comments for question 4

5. Does your organization provide the appropriate training on the Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to persons with disabilities? * ◉ Yes ◯ No

Read O. Reg. 191/11 s. 7: Training

Learn more about your requirements for question 5

Comments for question 5

6. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to persons with disabilities, including actions that your organization will take when a complaint is received? * ◉ Yes ◯ No

Read O. Reg. 191/11 s. 80.50: Feedback process required

Learn more about your requirements for question 6

Comments for question 6

7. Does your organization ensure that its feedback processes are accessible to persons with disabilities by providing or arranging accessible formats or communication supports, upon request, and do you notify the public of this accessible feedback policy? * ◉ Yes ◯ No

Read O. Reg. 191/11 s. 11: Feedback

Learn more about your requirements for question 7

Comments for question 7

Information and communications

8. Does your organization have a process to provide accessible formats and communication supports for persons with disabilities in a timely manner and at no more than the cost for other persons who ask for the same information, and do you notify the public of this accessible information policy? * ◉ Yes ◯ No

Read O. Reg. 191/11 s. 12: Accessible formats and communications supports

Learn more about your requirements for question 8

Comments for question 8

Employment

9. Does your organization notify its employees and the public about the availability of accommodations in its recruitment process? * ◉ Yes ◯ No

Read O. Reg. 191/11 s. 22-24: Recruitment

Learn more about your requirements for question 9

Comments for question 9

10. Does your organization notify successful applicants of its policies for accommodating employees with disabilities during offers of employment? * ◉ Yes ◯ No

Read O. Reg. 191/11 s. 24: Notice to successful applicants

Learn more about your requirements for question 10

Comments for question 10

11. Does your organization develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities? * ◉ Yes ◯ No

Read O. Reg. 191/11 s. 28: Documented individual accommodation plans

Learn more about your requirements for question 11

Comments for question 11

Transportation

12. Does your organization provide transportation services? *
(If Yes, you will be required to answer an additional question.)

◯ Yes ◉ No

Read O. Reg. 191/11 Part IV: Transportation standards

Learn more about your requirements for question 12

12.a. Does your organization conduct employee and volunteer accessibility training on the safe use of accessibility equipment and features of your transportation vehicles? *

◯ Yes ◯ No

Read O. Reg. 191/11 s. 36: Accessibility training

Learn more about your requirements for question 12.a

Comments for question 12.a

Design of public spaces

13. Since your organization last reported on its accessibility compliance, has your organization constructed new or redeveloped existing off-street parking facilities that it intends to maintain? *
(If Yes, you will be required to answer an additional question.)

◉ Yes ◯ No

Read O. Reg. 101/11 Part IV.1: Design of public spaces standards

Learn more about your requirements for question 13

13.a. When constructing new or redeveloping off-street parking facilities that your organization intends to maintain, does it ensure that the off-street parking facilities meet the accessibility requirements as outlined in sections 80.32 – 80.37 of the IASR? *

◉ Yes ◯ No

Read O. Reg. 80.32-37: Accessible parking

Learn more about your requirements for question 13.a

Comments for question 13.a

14. Since your organization last reported on accessibility compliance, has your organization constructed new or redeveloped existing outdoor public spaces that it intends to maintain? *
(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 14

14.a. When constructing new or redeveloping existing outdoor play spaces, did your organization consult with the public and persons with disabilities on the needs of children and caregivers, and if you represent a municipality did your organization consult with the municipal advisory committee where one was established as outlined in s. 80.19 of the Integrated Accessibility Standards Regulation? *

◉ Yes ◯ No

Read O. Reg. 191/11 s. 80.19: Outdoor play spaces

Learn more about your requirements for question 14.a

Comments for question 14.a

14.b. 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 required under the Integrated Accessibility Standards Regulations Part IV are not in working order? *

◉ Yes ◯ No

Read O. Reg. 191/11 s. 80.44: Maintenance of accessible elements

Learn more about your requirements for question 14.b

Comments for question 14.b

Customer service

15. In your policies, practices and procedures, does your organization permit persons with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law? If excluded by law, does your organization have alternate ways for people with service animals to access and use your goods, services or facilities?

◉ Yes ◯ No

Read O. Reg. 191/11 s. 80.47(1-3): Use of service animals and support persons

Learn more about your requirements for question 15

Comments for question 15

General requirements

16. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **information and communications standards** in effect under the Integrated Accessibility Standards Regulation? * ◯ Yes ◉ No

Read O. Reg. 191/11 Part II: Information and communications standards — Learn more about your requirements for question 16

Comments for question 16: Current website is missing a few requirements from the WCAG standards. Our new website is launching in January 2020 which will meet all WCAG 2.1 standards - we will resubmit our report upon launch.

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17. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **employment standards** in effect under the Integrated Accessibility Standards Regulation? * ◉ Yes ◯ No

Read O. Reg. 191/11 Part III: Employment standards — Learn more about your requirements for question 17

Comments for question 17

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18. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **transportation standards** in effect under the Integrated Accessibility Standards Regulation? * ◉ Yes ◯ No

Read O. Reg. 191/11 Part IV: Transportation standards — Learn more about your requirements for question 18

Comments for question 18

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19. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **design of public spaces standards** in effect under the Integrated Accessibility Standards Regulation? * ◉ Yes ◯ No

Read O. Reg. 101/11 Part IV.1: Design of Public Spaces standards — Learn more about your requirements for question 19

Comments for question 19

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20. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **customer service standards** under the Integrated Accessibility Standards Regulation? * ◉ Yes ◯ No

Read O. Reg. 191/11 Part IV.2: Customer service standards — Learn more about your requirements for question 20

Comments for question 20

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21. Other than the requirements cited in the above questions, is your organization complying with all general requirements in effect under the Integrated Accessibility Standards Regulation? * ◉ Yes ◯ No

Read O. Reg. 191/11 Part I: General requirements — Learn more about your requirements for question 21

Comments for question 21

Organization category Designated Public Sector	Number of employees range 50+
Filing organization legal name The Corporation of the Town of Aurora	
Filing organization business number (BN9) [redacted]	

Fields marked with an asterisk (*) are mandatory.

D. Accessibility compliance report summary

Your response to the questions on your accessibility report indicate that your organization is not in compliance with AODA standards. You have responded 'No' to the question(s) below:

16. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the information and communications standards in effect under the Integrated Accessibility Standards Regulation?

This means that your organization is not in full compliance with the requirements of the AODA. If your compliance status changes, you will need to submit an updated report.

Your organization may be audited to verify compliance.

E. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

- [x] I certify that I have the authority to bind all organizations specified in Section A of this form, *
- [x] I certify that all the required information has been included in this report, and, *
- [x] I certify that the information in this report is accurate. *

Certification date (yyyy-mm-dd) * 2019-12-18

Certifier information

Last name *	First name *		
van Leeuwen	Techa		
Position title *	Business phone number *	Extension	☐ Check here if TTY
Director	[redacted]		

Email *	Alternate phone number	Extension	Fax number
[redacted]			[redacted]

Primary contact for the organization(s)

☐ Check if the primary contact is same as the certifier

Last name *			First name *		
Zawada			Mateusz		
Position title *	Business phone number *	Extension	☐ Check here if TTY		
Other	[redacted]				
Email *			Alternate phone number	Extension	Fax number
[redacted]					[redacted]