

### 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.

## 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](mailto:accessibility@ontario.ca)

### Accessible alternate formats

If you need the accessibility compliance report in an accessible format, please email [accessibility@ontario.ca](mailto:accessibility@ontario.ca).

ACR-51048

**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
Ontario Public Service / Ontario Legislative Assembly	50+ employees	2019

**Business details**

Organization legal name *	Number of employees in Ontario * <a href="#">Help</a>
Office of the Legislative Assembly of Ontario	438

Business number (BN9) * <a href="#">Help</a> <input type="checkbox"/> Check this box if you have received an AODA identifier from the Ministry for Seniors and Accessibility
821422946

Check if operating/business name is same as legal name

Organization operating/business name	Language preference for communications *
Office of the Legislative Assembly of Ontario	English

Sector that best describes your organization's principal business activity *	<a href="#">Help</a>
91 - Public administration	

Subsector (if possible)	Industry group (if possible)
912 - Provincial and territorial public administration	9129 - Other provincial and territorial public administration

**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 *
	99	Wellesley

Street type	Street direction	City *	Province *
Street	W (West)	Toronto	ON (Ontario)

Postal code \*  
M7A 1A2

**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 *
	99	Wellesley

Street type	Street direction	City *	Province *
Street	W (West)	Toronto	ON (Ontario)

Postal code \*  
M7A 1A2

Use the "Add new organization" button to add additional organizations to which this accessibility report is to be applied (maximum 20).

Note: All organizations must have the same organization category, number of employees range, compliance answers and certifier, and have different business numbers, in order to file under the same form.

Organization category **Ontario Public Service / Ontario Legislative Assembly** | Number of employees range **50+**  
 Filing organization legal name **Office of the Legislative Assembly of Ontario**  
 Filing organization business number (BN9) **821422946**

Fields marked with an asterisk (\*) are mandatory.

**B. Understand your accessibility requirements**

For enquiries related to the AODA obligations of the Ontario Public Service (OPS) or offices appointed under the Ontario Legislative Assembly (OLA), please contact AODA Contact Centre (ServiceOntario) at:

**Phone:** 416-849-8276 or **Toll-free:** 1-866-515-2025  
**TTY:** 416-325-3408 or **Toll-free:** 1-800-268-7095  
**Email:** [aoda.assistance@ontario.ca](mailto:aoda.assistance@ontario.ca)

**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 policies, practices and procedures on providing goods or services to persons with disabilities? \*  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 **We have established policies and training to support staff's understanding of their responsibilities and opportunities to assist people with disabilities in accessing our building and services.**

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 **Current MYAP covers 2016-2020, and a new plan will be developed and posted in early 2020.**

3. 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 3](#)

Comments for question 3 **New staff receive training through AccessForward. The accessibility program provides speakers to annual staff training events, conducts regular training on Word accessibility, meets with new hires and contributes to other internal communication channels.**

4. 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 4](#)

Comments for question 4

## Information and communications

5. As of January 1, 2012, do your organization's new internet and intranet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except where not required)? \*  Yes  No

[Read O. Reg. 191/11 s. 14\(3\): Accessible websites and web content](#)

[Learn more about your requirements for question 5](#)

Comments for question 5 A new website was launched in 2018. Accessibility was a foundational requirement, and the site was thoroughly tested before launch. We continue to make improvements.

## Design of public spaces

6. Since your organization submitted its most recent accessibility compliance report, has your organization constructed new or redeveloped existing exterior paths of travel that it intends to maintain? \*  Yes  No  
(If Yes, you will be required to answer an additional question.)

[Read O. Reg. 101/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 6](#)

- 6.a. Where applicable, do your newly constructed or redeveloped exterior paths of travel meet the technical and general requirements as outlined in the Integrated Accessibility Standards Regulation sections 80.21-80.31? \*  Yes  No

[Read O. Reg. 101/11 s. 80.21-80.31: Exterior paths of travel](#)

[Learn more about your requirements for question 6.a](#)

Comments for question 6.a

## Customer service

7. 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 7](#)

Comments for question 7

8. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organizations good or services, including the reason, duration and any alternatives available? \*  Yes  No

[Read O. Reg. 191/11 s. 80.48: Notice of temporary disruptions](#)

[Learn more about your requirements for question 8](#)

Comments for question 8 The new website offers much better communication of temporary disruptions. Security staff at the building and signage provide on-site information about disruptions.

## General requirements

9. 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 9](#)

Comments for question 9

10. 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 10](#)

Comments for question 10 A new intranet is in development, and is being designed with accessibility as a foundational principle. We have audited and are redeveloping new, accessible forms and brochures for the intranet.

11. Other than the requirements cited in the above questions, is your organization complying with all other 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 11](#)

Comments for question 11 **not applicable**

12. 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 12](#)

Comments for question 12 **Accessible washrooms available in the main legislative building and Whitney Block  
Signage supplemented by braille  
Ramps at major public entrance points (Queen's Park Circle and south entrance to main building)**

13. 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 13](#)

Comments for question 13

14. 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 14](#)

Comments for question 14

Organization category Ontario Public Service / Ontario Legislative Assembly | Number of employees range 50+  
 Filing organization legal name Office of the Legislative Assembly of Ontario  
 Filing organization business number (BN9) 821422946

Fields marked with an asterisk (\*) are mandatory.

**D. Accessibility compliance report summary**

Your responses to the questions on your accessibility report indicate that your organization is in compliance with AODA standards.  
 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.

*ACE 51084  
 Nov 13/19*

**Acknowledgement**

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

Certification date (yyyy-mm-dd) \* 2019-11-08

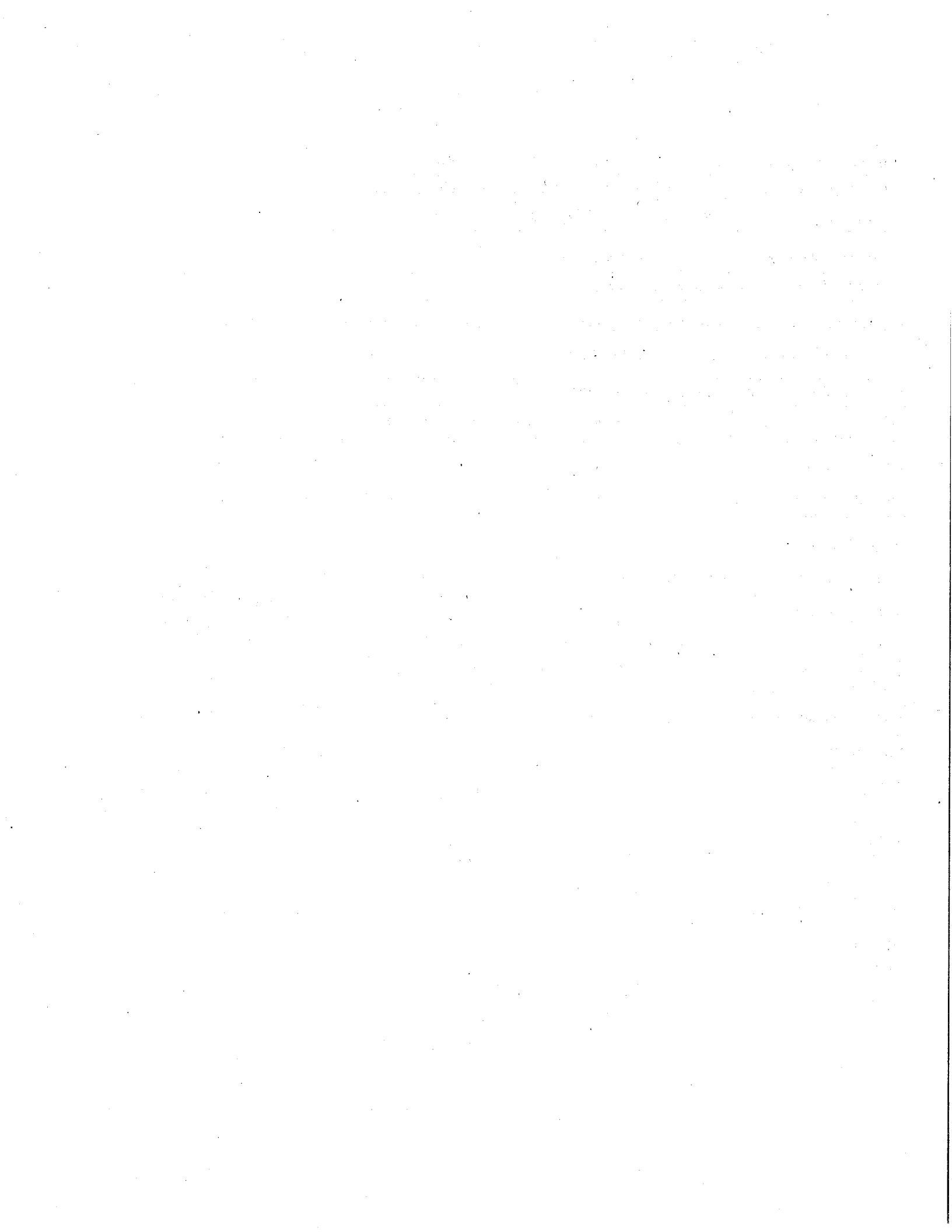
**Certifier information**

Last name * Whitmell		First name * Vicki	
Position title * Other	Position title other * Executive Director, iDivision	Business phone number * 416 325-3939	Extension <input type="checkbox"/> Check here if TTY
Email * vwhitmell@ola.org		Alternate phone number	Extension <input type="checkbox"/> Fax number 416 325-3909

**Primary contact for the organization(s)**

Check if the primary contact is same as the certifier

Last name * Whitmell		First name * Vicki	
Position title * Other	Position title other * Executive Director, iDivision	Business phone number * 416 325-3939	Extension <input type="checkbox"/> Check here if TTY
Email * vwhitmell@ola.org		Alternate phone number	Extension <input type="checkbox"/> Fax number 416 325-3909





**Whitmell, Vicki**

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**From:** Accessibility Reporting <accessibilityreport@ontario.ca>  
**Sent:** November 12, 2019 4:29 PM  
**To:** Whitmell, Vicki; Whitmell, Vicki  
**Subject:** Accessibility compliance report received  
**Attachments:** 2019 Accessibility Compliance Report - ACR-51048.pdf

This is an automatically generated email, please do not reply

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### **Confirmation**

Thank you for submitting your accessibility compliance report on 11/12/2019.  
For your records, attached is a copy for the following organization(s):

- Office of the Legislative Assembly, Business Number: AD100010

Your confirmation number is ACR-51048.

Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), organizations must make their accessibility compliance reports available to the public.

### **Compliance Status**

Your report indicates that your organization is in compliance with Ontario's accessibility laws.

The contents of the report will be reviewed against the requirements of the AODA. All organizations with obligations under the AODA may be selected for an audit.

### **Understand your obligations**

Visit [ontario.ca/accessibility](http://ontario.ca/accessibility) regularly for updates and to subscribe to our newsletter.

### **How did you hear about Ontario's accessibility laws?**

Help us understand the most effective ways to get information to you by [answering a short survey](#).

### **Questions?**

Contact the AODA Contact Centre (ServiceOntario) between the hours of 8:30 a.m. and 5:00 p.m. EST:

Phone: 416-849-8276 or 1-866-515-2025 (Toll-free)

TTY: 416-325-3408 / Toll-free 1-800-268-7095

Email: [accessibility@ontario.ca](mailto:accessibility@ontario.ca)

If you require the attached report(s) in an alternate format, please contact us.

Thank you for helping to make Ontario accessible.

Ministry for Seniors and Accessibility

