



Accessibility Compliance Report

You can use one form to file an accessibility compliance 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.

Organization information

Table 1: Organization category, number of employee range and reporting year

| Organization Category (required) | Number of employee range (required) | Reporting year (required) |
|----------------------------------|-------------------------------------|---------------------------|
| Designated Public Sector         | 50+ employees                       | 2025 DPS                  |

## Business details

### How to count your employees?

In your employee count, include all:

- full-time employees
- part-time employees
- seasonal employees
- contract workers

Do not count:

- employees outside Ontario
- volunteers
- independent contractors
- organizations with zero (0) employees are not required to submit an Accessibility Compliance Report and should submit an Organization Profile Update instead.

### How to find my CRA business number?

You can find your BN9 number by:

- Logging into the CRA My Business Account
- Checking your GST/HST or Corporation Notice of Assessment under Notice Details
- Checking your GST/HST credit notice
- To learn more, visit Business number - Business number - Canada.ca ([https://www.canada.ca/en/services/taxes/business-number.html?utm\\_campaign=not-applicable&utm\\_medium=vanity-url&utm\\_source=canada-ca\\_business-number](https://www.canada.ca/en/services/taxes/business-number.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_business-number))

### How to find your industry?

You can search for North American Industry Classification (NAICS) codes using the Statistics Canada website (<https://www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&TVD=1369825>)

Table 2: Organization business details (maximum up to 20)

| Item Number | Organization legal name (required) | Number of employees in Ontario (required) | Business number (BN9) or AODA identifier (required) | Operating / business name | Organization Sector (required)         | Subsector (required)                  | Industry Group (required)        |
|-------------|------------------------------------|-------------------------------------------|-----------------------------------------------------|---------------------------|----------------------------------------|---------------------------------------|----------------------------------|
| Item # 1    | Ontario Health atHome              | 9100                                      | 835636671                                           | Ontario Health atHome     | 62 - Health Care and Social Assistance | 621 - Ambulatory Health Care Services | 6216 - Home Health Care Services |

### Business address

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

**Table 3: Organization business address (maximum up to 20)**

| Item Number | Organization legal name (required) | Address line 1 (required) | Address line 2 | City (required) | Province or State (required) | Postal code or Zip code (required) | Country (required) |
|-------------|------------------------------------|---------------------------|----------------|-----------------|------------------------------|------------------------------------|--------------------|
| Item # 1    | Ontario Health atHome              | 1 - 211 Pritchard Road    |                | Hamilton        | ON (Ontario)                 | L8J 0G5                            | Canada             |

### Mailing address

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

**Table 4: Organization mailing address (maximum up to 20)**

| Item Number | Organization legal name (required) | Address line 1 (required) | Address line 2 | City (required) | Province or State (required) | Postal code or Zip code (required) | Country (required) |
|-------------|------------------------------------|---------------------------|----------------|-----------------|------------------------------|------------------------------------|--------------------|
| Item # 1    | Ontario Health atHome              | 1 - 211 Pritchard Road    |                | Hamilton        | ON (Ontario)                 | L8J 0G5                            | Canada             |

## Understanding accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at [ontario.ca/accessibility](https://www.ontario.ca/page/accessibility) (<https://www.ontario.ca/page/accessibility-in-ontario>)

Additional accessibility requirements apply if you are:

- a library board (<https://www.ontario.ca/page/how-make-information-accessible#section-7>)
- a producer of education material (e.g. textbooks) (<https://www.ontario.ca/page/how-make-information-accessible#section-6>)
- an education institution (e.g. school board, college, university or school) (<https://www.ontario.ca/page/how-make-information-accessible#section-6>)
- a municipality (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations>)

Is your organization a municipality? (required) ☐ Yes ☒ No (If answer is no, please go to Certification statement section)

Is your municipality submitting this report on behalf of any local boards (e.g., Library Board, Police Board)? (required) ☐ Yes ☒ No (If answer is no, please go to Certification statement section)

If you are a municipality submitting this report, and submitting on behalf of local boards, please indicate which boards below.

## Board information

Please note you can provide up to 20 boards.

**Table 5: Board information (maximum up to 20)**

| Item Number | Board Name (required) | Board Type (required)<br>(e.g. Police Board, Library Board, Other (Please specify)) | Date added (required)<br>(yyyy-mm-dd) |
|-------------|-----------------------|-------------------------------------------------------------------------------------|---------------------------------------|
|-------------|-----------------------|-------------------------------------------------------------------------------------|---------------------------------------|

## **Certification statement**

Section 15 of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) 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**

☒ I certify that all the information is accurate, and I have the authority to bind the organization (required)

Certification date (yyyy-mm-dd) (required) 2025-12-23

## Certifier information

**Table 6: Certifier information**

| Last name (required) | First name (required) | Position title (required) | Business phone number (required) | Business phone number extension | Email (required)                      | Alternate phone number | Alternate phone number extension | Fax number |
|----------------------|-----------------------|---------------------------|----------------------------------|---------------------------------|---------------------------------------|------------------------|----------------------------------|------------|
| Vertlieb             | Sarah                 | Vice President            | 905-977-0624                     |                                 | sarah.vertlieb@ontariohealthathome.ca |                        |                                  |            |

## Primary contact for the organization(s)

☒ Check if the primary contact is same as the certifier

**Table 7: Primary contact information**

| Last name (required) | First name (required) | Position title (required) | Business phone number (required) | Business phone number extension | Email (required)                      | Alternate phone number | Alternate phone number extension | Fax number |
|----------------------|-----------------------|---------------------------|----------------------------------|---------------------------------|---------------------------------------|------------------------|----------------------------------|------------|
| Vertlieb             | Sarah                 | Vice President            | 905-977-0624                     |                                 | sarah.vertlieb@ontariohealthathome.ca |                        |                                  |            |

## Compliance questions

### General Section

Is your organization in compliance with all applicable requirements of the General Section? ☒ Yes ☐ No

#### Resources for Question

- Read Ontario Regulation 191/11, Part I: General (<https://www.ontario.ca/laws/regulation/110191#BK0> ↗)
- Learn more about your requirements for question 1 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations> ↗)
- Accessibility Policy Sample (<https://forms.mgcs.gov.on.ca/dataset/on00090> ↗)
- Designated Public Sector and Multi-Year Accessibility Plans (<https://forms.mgcs.gov.on.ca/dataset/on00120> ↗)
- Accessibility Training Requirements Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00092> ↗)
- The Accessibility Standards Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00125> ↗)

|                                                                                  |
|----------------------------------------------------------------------------------|
| Comments for Question (Please provide additional details to support your answer) |
| Ontario Health atHome is compliant with all AODA requirements                    |

### Information and Communications Standards

Is your organization in compliance with all applicable requirements of the Information and Communications Standards? ☒ Yes ☐ No

#### Resources for Question

- Read Ontario Regulation 191/11, Part II: Information and Communications Standards (<https://www.ontario.ca/laws/regulation/110191#BK8> ↗)
- Accessible Educational and Training Resources and Materials Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00119> ↗)
- World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 (<https://www.w3.org/WAI/standards-guidelines/wcag/> ↗)
- The Accessibility Standards Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00125> ↗)

Comments for Question (Please provide additional details to support your answer)

## Employment Standards

Is your organization in compliance with all applicable requirements of the Employment Standards? ☒ Yes ☐ No

### Resources for Question

- Read Ontario Regulation 191/11, Part III: Employment Standards (<https://www.ontario.ca/laws/regulation/110191#BK20> ↗)
- Learn more about your requirements for question 3 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-8> ↗)
- Sample Return to Work Process and Plan (<https://forms.mgcs.gov.on.ca/dataset/0047> ↗)
- Sample Accommodation Process and Plan (<https://forms.mgcs.gov.on.ca/dataset/0048> ↗)
- Providing Accessible Emergency Information to Staff (<https://forms.mgcs.gov.on.ca/dataset/on00032> ↗)
- Accessible Recruitment Process (<https://forms.mgcs.gov.on.ca/dataset/on00031> ↗)
- The Accessibility Standards Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00125> ↗)

Comments for Question (Please provide additional details to support your answer)

## Transportation Standards

- Does your organization provide transportation services, either directly or through a third party? ☐ Yes ☒ No

### Resources for Question

- Read Ontario Regulation 191/11, Part IV: Transportation Standards (<https://www.ontario.ca/laws/regulation/110191#BK34> ↗)
- Learn more about your requirements for question 4 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-10> ↗)
- Transportation Standards Reference Guide (<https://forms.mgcs.gov.on.ca/dataset/on00336> ↗)

|                                                                                  |
|----------------------------------------------------------------------------------|
| Comments for Question (Please provide additional details to support your answer) |
|                                                                                  |

## Design of Public Spaces Standards

- Is your organization in compliance with all applicable requirements of the Design of Public Spaces Standards? ☒ Yes ☐ No

### Resources for Question

- Read Ontario Regulation 191/11, Part IV.1: Design of Public Spaces Standards (<https://www.ontario.ca/laws/regulation/110191#BK91> ↗)
- Learn more about the requirements for Question 5 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-11> ↗)
- Design of Public Spaces Standards (DOPS) Reference Guide (<https://forms.mgcs.gov.on.ca/dataset/on00335> ↗)

|                                                                                  |
|----------------------------------------------------------------------------------|
| Comments for Question (Please provide additional details to support your answer) |
|                                                                                  |

**Customer Service Standards**

Is your organization in compliance with all applicable requirements of the Customer Service Standards? ☒ Yes   ☐ No

**Resources for Question**

- Read Ontario Regulation 191/11, Part IV.2: Customer Service Standards (<https://www.ontario.ca/laws/regulation/110191#BK148> ↗)
- Learn more about your requirements for question 6 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-7> ↗)
- The Accessibility Standards Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00125> ↗)

|                                                                                  |
|----------------------------------------------------------------------------------|
| Comments for Question (Please provide additional details to support your answer) |
|                                                                                  |