

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 | 1-49 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)

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 | Municipality of Callander | 27 | 108133646 | Municipality of Callander | 91 - Public Administration | 913 - Local, Municipal and Regional Public Administration | 9139 - Other Local, Municipal and Regional Public Administration |

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 | Municipality of Callander | 280 Main Street N (North/Nord) | | Callander | ON (Ontario) | P0H 1H0 | 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 | Municipality of Callander | 280 Main Street N (North/Nord) | | Callander | ON (Ontario) | P0H 1H0 | 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-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) (e.g. Police Board, Library Board, Other (Please specify)) | Date added (required) (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) 2025-12-18

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 |
|-------------------------|--------------------------|-------------------------------------|---|--|----------------------|------------------------------|---|------------------|
| Pigeau | Cindy | Manager of Corporate Services | 705-752- 1410 | 222 | cpigeau@callander.ca | | | 705-752- 3116 |

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 |
|-------------------------|--------------------------|-------------------------------------|---|--|--------------------------|------------------------------|---|--------------|
| Pigeau | Cindy | Manager of Corporate Services | 705-752- 1410 | 222 | cpigeau@call ander.ca | | | 705-752-3116 |



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> ↗)

If answer for the question is no, please check all checkboxes that apply regarding your non-compliance:

Accessibility Policies
 Multi-Year Accessibility Plans
 Self-Service Kiosks
 Training staff
 Training records
 Other (please specify):

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

Our Municipality is less than 4,000 people. We do personalize service versus self-service kiosks.

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> ↗)

If answer for the question is no, please check all checkboxes that apply regarding your non-compliance:

Accessible feedback
 Accessible alternative formats upon request
 Web Content Accessibility Guidelines (WCAG 2.0)
 Accessible formats of emergency and public safety information
 Requirements applicable to education and training institutions
 Requirements applicable to libraries
 Other (please specify):

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

Some of the documents on our website and in our Council Agendas are not able to be accessibility checked. They come from outside sources and are images that are not able to be accessibility checked.

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> ↗)

If answer for the question is no, please check all checkboxes that apply regarding your non-compliance:

Outdoor public spaces, such as beach access routes or recreational trails
 Outdoor public spaces, such as sidewalks and walkways, accessible to people with disabilities
 Accessible parking including minimum number and type of parking spaces
 Service counters, waiting areas
 Accessible outdoor public use eating areas
 Other (please specify):

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

We have one beach that we are unable to put a ramp as the slope requires a number of switchbacks that would put the ramp at the waters edge. We do however, have one beach that we are able to meet accessibility requirements.

We have recreational trails that nature trails that we are unable to meet accessibility requirements for.

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)