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.

Note: While business and non-profit organizations with 1-19 employees are not required to submit an accessibility compliance report, they must still comply with the AODA.

Organization information

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

Organization Category (required)	Number of employee range (required)	Reporting year (required)
Business or Non-profit	50+ employees	2026 BNP

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

How can I find my CRA business number or AODA Identifier?

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 - 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 ↗)

If you do not have a BN9, please contact aoda.assistance@ontario.ca to receive an AODA identifier.

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	Parents for Community Living Kitchener Waterloo Inc	255	134898782	Parents for Community Living	62 - Health Care and Social Assistance	624 - Social Assistance	6241 - Individual and Family 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	Parents for Community Living Kitchener Waterloo Inc	102 - 30 Dupont Street E (East/Est)	N/A	Waterloo	ON (Ontario)	N2J 2G9	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	Parents for Community Living Kitchener Waterloo Inc	102 - 30 Dupont Street E (East/Est)	N/A	Waterloo	ON (Ontario)	N2J 2G9	Canada

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) 2026-11-03

Certifier information

Table 5: 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
Van Houtven	Brenda	Human Resources Director	519-742-5849	102	brendavh@pclkw.org	N/A	N/A	N/A

Primary contact for the organization(s)

☑ Check if the primary contact is same as the certifier

Table 6: 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
Van Houtven	Brenda	Human Resources Director	519-742-5849	102	brendavh@pclkw.org	N/A	N/A	N/A

Compliance questions

General Section

Question 1. Is your organization in compliance with all applicable requirements of the General Section?

☑ Yes ☐ No

Resources for Question 1

- 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↗)
- Sample Multi-year Plan Template (https://forms.mgcs.gov.on.ca/dataset/on00091)
- 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)

PCL has policies and training in place, we have individualized emergency plans for employees as well as a multi year plan.

Information and Communications Standards

Question 2. Is your organization in compliance with all applicable requirements of the Information and Communications Standards?

☐ Yes ☑ No

Resources for Question 2

- 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)

Everything is compliant except the full web content accessibility guidelines, some work has been completed but we are not fully compliant here. As we are rebranding the organization in 2027, the plan is to ensure compliance at that time.

Employment Standards

Question 3. Is your organization in compliance with all applicable requirements of the Employment Standards?

☑ Yes ☐ No

Resources for Question 3

- 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)

We have a fully accessible return to work policy and plan as well as including accessibility as part of our hiring and recruitment documentation. We have in place documents for employees regarding individualized emergency information.

Transportation Standards

Question 4. Does your organization provide transportation services, either directly or through a third party? ☐ Yes ☑ No

Resources for Question 4

- 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)

N/A

Design of Public Spaces Standards

Question 5. Is your organization in compliance with all applicable requirements of the Design of Public Spaces Standards?

☐ Yes ☑ No

Resources for Question 5

- 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): we do not have ownership for the organizations public spaces

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

We don't officially have public spaces as we rent office space in a building.

Customer Service Standards

Question 6. Is your organization in compliance with all applicable requirements of the Customer Service Standards?

☑ Yes ☐ No

Resources for Question 6

- 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)

we have information on our website, but not specific to documents, however the feedback process allows a person to ask for alternate forms of documents., We provide customer service training for all employees, volunteers and students and we have notice informing people of other formats for communication posted at our main office and through our recruitment process.