

### 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](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    | Township of East Garafraxa         | 20  | 108132309   | Township of East Garafraxa | 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    | Township of East Garafraxa         | 2 - 065371<br>Dufferin County<br>Road 3 |                | East Garafraxa  | ON (Ontario)                 | L9W 7J8                            | 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    | Township of East Garafraxa         | 2 - 065371<br>Dufferin County<br>Road 3 |                | East Garafraxa  | ON (Ontario)                 | L9W 7J8                            | Canada             |



## Understanding accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at [ontario.ca/accessibility](http://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)<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) 2025-12-24

## Certifier information

Table 6: Certifier information

| Last name<br>(required) | First name<br>(required) | Position title<br>(required)                                 | Business<br>phone<br>number<br>(required) | Business<br>phone<br>number<br>extension | Email (required)          | Alternate<br>phone<br>number | Alternate<br>phone<br>number<br>extension | Fax number |
|-------------------------|--------------------------|--|---|--|---------------------------|------------------------------|---|------------|
| Kennedy                 | Jessica                  | Manager of<br>Legislative<br>Services,<br>Municipal<br>Clerk | 226-259-<br>9400                          | 204                                      | jkennedy@eastgarafraxa.ca |                              |   |            |

## Primary contact for the organization(s)

Check if the primary contact is same as the certifier

Table 7: Primary contact information

| Last name<br>(required) | First name<br>(required) | Position title<br>(required)                              | Business<br>phone<br>number<br>(required) | Business<br>phone<br>number<br>extension | Email<br>(required)           | Alternate<br>phone<br>number | Alternate<br>phone<br>number<br>extension | Fax number |
|-------------------------|--------------------------|---|---|--|-------------------------------|------------------------------|---|------------|
| Kennedy                 | Jessica                  | Manager of<br>Legislative<br>Services,<br>Municipal Clerk | 226-259-<br>9400                          | 204                                      | jkennedy@ea<br>stgarafraxa.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)

The Township has implemented and maintains policies governing how accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) are achieved. These policies are available on the Township website.

The Township has implemented a Multi-Year Accessibility Plan for 2026–2031, which outlines measures to identify, prevent, and remove barriers to accessibility. The Plan is available on the Township website and in alternative formats upon request.

All employees are required to complete accessibility training upon onboarding, including training on the AODA Integrated Accessibility Standards Regulation (Access Forward) and the Ontario Human Rights Code (Ontario Human Rights Commission).

The Township provides an Alternative Format Request Form on its website, and its policies outline the process for the public and employees to request and receive alternative formats and/or accessibility supports.

### 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)

The Township provides an Alternative Format Request Form on its website, and its policies outline the process for the public and employees to request and receive alternative formats and/or accessibility supports. The Township is currently working toward implementing an integrated online request form to improve ease of submission.

In 2025, the Township completed a website migration project that improved functionality, navigation, and accessibility and meets WCAG 2.1 Level AA requirements. The Township continues to review website content and documents to enhance accessibility and provides ongoing training to staff responsible for website content.

While requests for accessible formats are infrequent, the Township responds to requests in a timely manner and provides accessible formats to the best of its ability with available resources. Any associated costs are consistent with those charged to other persons, where applicable.

### 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)

The Township has implemented and maintains initiatives related to employment accessibility, including references to the availability of accommodations in job advertisements and notifying candidates that accommodations are available upon request during the recruitment and interview process. Employees are informed of available accommodation supports throughout the employment life cycle, and accessible formats and communication supports are provided upon request.

#### 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)

The Township incorporates accessibility considerations into the planning, design, and maintenance of public spaces, where required, in accordance with the Standards.

### 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)

The Township has established policies, provides training to employees, and ensures accessible customer service practices are in place in accordance with the Standards