

## 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](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](mailto: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)**

<b>Item Number</b>	<b>Organization legal name (required)</b>	<b>Number of employees in Ontario (required)</b>	<b>Business number (BN9) or AODA identifier (required)</b>	<b>Operating / business name</b>	<b>Organization Sector (required)</b>	<b>Subsector (required)</b>	<b>Industry Group (required)</b>
Item # 1	Lisaard and Innisfree Hospice	84	872749536	Lisaard and Innisfree Hospice	62 - Health Care and Social Assistance	623 - Nursing and Residential Care Facilities	6239 - Other Residential Care Facilities

**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)**

<b>Item Number</b>	<b>Organization legal Name (required)</b>	<b>Address line 1 (required)</b>	<b>Address line 2</b>	<b>City (required)</b>	<b>Province or State (required)</b>	<b>Postal code or Zip code (required)</b>	<b>Country (required)</b>
Item # 1	Lisaard and Innisfree Hospice	2375 Homer Watson Boulevard	N/A	Kitchener	ON (Ontario)	N2P 0E9	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)**

<b>Item Number</b>	<b>Organization legal name (required)</b>	<b>Address line 1 (required)</b>	<b>Address line 2</b>	<b>City (required)</b>	<b>Province or State (required)</b>	<b>Postal code or Zip code (required)</b>	<b>Country (required)</b>
Item # 1	Lisaard and Innisfree Hospice	2375 Homer Watson Boulevard	N/A	Kitchener	ON (Ontario)	N2P 0E9	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) 2026-06-22

**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
Empringham	Maria	Executive Director	519-208-5055	216	ed@lisaardandinnisfree.com	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
Empringham	Maria	Executive Director	519-208-5055	216	ed@lisaardandinnisfree.com	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)

N/A

### 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>)

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

N/A

**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)**

N/A

**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>)

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

N/A

**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)**

N/A