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)

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	The District Municipality of Muskoka	856	126810852	The District Municipality of Muskoka	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	The District Municipality of Muskoka	70 Pine Street		Bracebridge	ON (Ontario)	P1L 1N3	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	The District Municipality of Muskoka	70 Pine Street		Bracebridge	ON (Ontario)	P1L 1N3	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) 2025-10-28

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
Olimer	Suzanne	Treasurer	705-645-2100	4115	suzanne.olimer@muskoka.on.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
Back	Amy	District Clerk	705-645-2100	4253	amy.back@muskoka.on.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)

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)
The current website is not entirely accessible. We are in the process of upgrading our website with the goal of being 100% accessible. In the meantime, if someone was to request anything in an alternate format, we would provide them with the requested material.

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
- Is your organization in compliance with all applicable requirements of the Transportation Standards? ☑ 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)