

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	Corporation of the Town of Renfrew	98	106984826	Corporation of the Town of Renfrew	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	Corporation of the Town of Renfrew	127 Raglan Street S (South/Sud)		Renfrew	ON (Ontario)	K7V 1P8	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	Corporation of the Town of Renfrew	127 Raglan Street S (South/Sud)		Renfrew	ON (Ontario)	K7V 1P8	Canada

Understanding accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at [ontario.ca/accessibility](https://www.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)
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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
Errett	Carolynn	Director	613-432-4848	116	cerrett@renfrew.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
Errett	Carolynn	Director	613-432-4848	116	cerrett@renfrew.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 ↗](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 ↗](https://www.ontario.ca/page/accessibility-rules-public-sector-organizations))
- Accessibility Policy Sample ([https://forms.mgcs.gov.on.ca/dataset/on00090 ↗](https://forms.mgcs.gov.on.ca/dataset/on00090))
- Designated Public Sector and Multi-Year Accessibility Plans ([https://forms.mgcs.gov.on.ca/dataset/on00120 ↗](https://forms.mgcs.gov.on.ca/dataset/on00120))
- Accessibility Training Requirements Checklist ([https://forms.mgcs.gov.on.ca/dataset/on00092 ↗](https://forms.mgcs.gov.on.ca/dataset/on00092))
- The Accessibility Standards Checklist ([https://forms.mgcs.gov.on.ca/dataset/on00125 ↗](https://forms.mgcs.gov.on.ca/dataset/on00125))

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

An internal accessibility audit was conducted on August 19, 2024. No major compliance issues were identified. Recommendations rising from the report were implemented, with further recommendations put forward for the 2025-2030 Accessibility Plan. The 2025-2030 Accessibility Plan was adopted by Renfrew Town Council on December 10, 2024.

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 ↗](https://www.ontario.ca/laws/regulation/110191#BK8))
- Accessible Educational and Training Resources and Materials Checklist ([https://forms.mgcs.gov.on.ca/dataset/on00119 ↗](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 Town launched a new website in early 2024. The Town states that its website "meets WCAG 2.0 Level AA standards" where possible, and continues to improve accessibility features and content. Information is provided to the public in a number of ways - including website, print, in house services, and public facilities. Members of the public can contact staff and submit inquiries / complaints / requests directly in person, or by phone, online, or through email. Town also launched a new accessible complaint forum (AccessE11), and adopted a Customer Service Policy (May 14, 2024) and Routine Disclosure Policy (April 8, 2025). The Town continues to work towards ensuring all document publicly provided are in accessible format.

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 Town continues to update applicable policies to meet accessibility requirements. The following policies have been recently updated or implemented - Alternative Working Arrangement Policy (Amended October 21, 2025), Wellness Policy (Amended April 8, 2025), Workplace Violence, Harassment, Sexual Harassment & Discrimination (Amended April 22, 2025) and Recruitment & Employment Policy (October 22, 2024). The Town has actively worked to ensure accessible recruitment and hiring and reducing disability related barriers to employment. The Town promotes inclusion and equal opportunity, and aligns municipal hiring and workplace places and provincial law. The Town regularly engages in all staff training with focus on workplace inclusion and accessibility.

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)

Specialized (Accessible) Transportation service for the Town of Renfrew and the surrounding Townships of Admaston/Bromley, Bonnechere Valley, Greater Madawaska, Horton and Whitewater Region are provided through a Public / Not-For-Profit (NFP) partnership with Sunshine Coach Service. Accessible Transportation is provided for any person living with any form of disability embraced under the spirit of the AODA.

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)

Newly renovated Town Hall includes two new accessible washrooms and an accessible front counter service space. New buildings such as the MyFM Centre (recreation centre) designs have met accessible building code requirements. These features include automatic door openings, elevator access, and accessible washrooms. Ma-te-Way Park was recently updated to include an accessible outdoor play structure. Pre-existing parks and trail throughout town are scheduled for review and included in the 2025-2030 accessibility plan.

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 Town has established and implemented policies that meet the AODA Customer Service Standards. We ensure that individuals with disabilities can fully access our goods and services by supporting the use of assistive devices and permitting the presence of support persons and service animals. In addition, when documentation is requested, we provide it in an accessible format that takes the person's disability into account. These measures demonstrate the Town's ongoing compliance with AODA requirements and our commitment to equitable and accessible service delivery. The Town recently established an Accessible Customer Service Plan on May 14, 2024 to provide general guidelines as to the level of customer service expected from the Town of Renfrew staff to supply the most efficient and effective service delivery. Municipal employees have been trained, equipped, and supported in meeting those customer service expectations. Ongoing training is provided and further efforts will be made to identify and train related staff in up-to-date policies and related regulations.