

Completing your accessibility compliance report

You must complete the mandatory fields on each page before you can move to the next page. Mandatory fields are marked with an asterisk (*).

To start, save the form on your computer. Be sure to open the form with Adobe Reader 10 or higher. You can save the form at any point in the process and return to it later. You may distribute the form within your organization for input before submitting.

You need the following to file your accessibility compliance report:

- organization legal name
- 9-digit business number (BN9). This is the number that Canada Revenue Agency uses to identify your organization. You can find it on your federal or provincial tax return. If your organization does not have a business number (BN9), contact us to receive an AODA identifier to be used in place of a business number (BN9).
- organization category (OPS/OLA, Designated Public Sector)

Note: If you select the wrong organization category, you may see questions that do not apply to you. You will need to correct the category and enter your data again to successfully submit your report.

- number of employees in your organization in Ontario
- name and contact information of your certifier (a director or senior officer with legal authority to say that the report is complete and accurate)

File for up to 20 organizations at once

You can use one form to file a 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: Users of assistive technology should pull up a list of buttons to get a list of the links on the form.

Begin your report

Follow these steps to complete your form:

1. Download and save the form

- Download and save the form on your computer
- Open the form with Adobe Reader 10 or higher

2. Enter your organization's information

- Enter your organization's information then select **Next**

3. Understand your requirements

- If you need information about the requirements, select the website link in **section B: Understand your accessibility requirements**. This will bring you to our website where you can see your past, current and future requirements.

4. Certify your report

- Complete the Certifier Information section
- The certifier must:
 - make sure all information on the form is complete and accurate
 - check the box to show they have authority to certify your organization
 - enter the certification date or select it from the drop down calendar
- Enter your organization's primary contact. This is the person to be contacted if more information is needed. This person may be the certifier or a different person.

5. Answer the questions

- The questions on the form are based on the requirements that apply to your:
 - organization category
 - number of employees range
- Select **Yes** (if you are in compliance) or **No** (if you are not in compliance) for each question. You may add comments in the comment box below each question.
- Each report question has links to:
 - the regulation section that is related to that question
 - helpful resources to help you understand and comply with the requirements
- Once you have answered all of the questions, select **Save form** at the bottom of the page before selecting **Next**
- Review the accessibility compliance report summary.

6. Submit your report

- You may save the form at any time by selecting the **Save** form button. When you are ready to submit your report, select the **Save and Submit button**. You will be prompted to save the form on your computer first and then it will be submitted.
- Wait for a confirmation prompt with a confirmation number that either confirms submission or indicates any problems.
- Once the report is received, an email will be sent to the Certifier and the Primary Contact. This email will include:
 - a confirmation number
 - an accessible PDF copy of your report

If you have not received a confirmation number upon successfully submitting the form or have any questions please contact the AODA Contact Centre (ServiceOntario) at:

Toll free phone: 1-866-515-2025

TTY Toll free: 1-800-268-7095

Phone: 416-849-8276

TTY: 416-325-3408

Accessible alternate formats

If you need the accessibility compliance report in an accessible format, please email accessibility@ontario.ca.

Instructions

All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.

If you are a public sector organization with **20 or more employees** that is not designated under the [Integrated Accessibility Standards Regulation \(IASR\)](#) you are to comply with the IASR as a private/not-for-profit organization and complete the appropriate Accessibility Compliance Report. If you are a public sector organization with **fewer than 20 employees** that is not designated under the [IASR](#), you are to comply with the IASR as a small business/non-profit organization and are exempt from the requirement to submit a report.

Fields marked with an asterisk (*) are mandatory.

A. Organization information

Organization category *	Number of employees range *	Reporting year
Designated Public Sector	50+ employees	2021

Business details

Organization legal name *	Number of employees in Ontario *	Help
The Corporation of the City of Markham	1500	

Business number (BN9) * [Help](#) ☐ Check this box if you have received an AODA identifier from the Ministry for Seniors and Accessibility

[122702319](#)

☐ Check if operating/business name is same as legal name

Organization operating/business name

[City of Markham](#)

Sector that best describes your organization's principal business activity *

[undefined](#)

[Help](#)

Subsector (if possible)

[undefined](#)

Industry group (if possible)

[undefined](#)

Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

Country *

The fields below will change based on your selection.

☒ Canada

☐ USA

☐ International

Type of address *

☒ Street address

☐ Street address served by route

☐ Other

Unit number	Street number * 101	Street name * Town Centre		
Street type Boulevard	Street direction		City * Markham	Province * ON (Ontario)

Postal code (e.g. A1A 1A1) *

[L3R 9W3](#)

Business address

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

☒ Check if business address is same as mailing address

Country *

The fields below will change based on your selection.

☒ Canada

☐ USA

☐ International

Type of address *

☒ Street address

☐ Street address served by route

☐ Other

Unit number	Street number *	Street name *	Street type	Street direction
	101	Town Centre	Boulevard	
City *	Province *		Postal code (e.g. A1A 1A1) *	
Markham	ON (Ontario)		L3R 9W3	

Organization category	Designated Public Sector	Number of employees range	50+
Filing organization legal name	The Corporation of the City of Markham		
Filing organization business number (BN9)	122702319		

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

If you are a municipality submitting this report, and submitting on behalf of local boards, please indicate which boards below.

C. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* 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 *

Certification date (yyyy-mm-dd) * 2021-12-23

Certifier information

Last name *		First name *	
Kitteringham		Kimberley	
Position title *	Business phone number *	Extension	<input type="checkbox"/> Check here if TTY
Other	905-477-7000	4729	
Email *	Alternate phone number	Extension	Fax number
kkitteringham@markham.ca			

Primary contact for the organization(s)

☐ Check if the primary contact is same as the certifier

Last name *

Nazif

First name *

Mona

Position title *

Manager, Human Resources

Business phone number *

905-477-7000

Extension

2484

☐ Check here if
TTY

Email *

mnazif@markham.ca

Alternate phone number

416-389-0419

Extension

Fax number

D. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Municipal Accessibility Advisory Committees

1. Is your organization a municipality with a population of 10,000 or more? *

☒ Yes

☐ No

(If Yes, you will be required to answer additional questions.)

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#)

[Learn more about your requirements for question 1](#)

1.a. Has your organization established an accessibility advisory committee as outlined in section 29 of the AODA? *

☒ Yes

☐ No

(If Yes, you will be required to answer additional questions.)

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29: Municipal Accessibility Advisory Committees](#)

[Learn more about your requirements for question 1.a](#)

Comments for
question 1.a

2. Are the majority of the members of the committee persons with disabilities? *

☐ Yes

☒ No

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29 \(3\): Municipal Accessibility Advisory Committees](#)

[Learn more about your requirements for question 2](#)

Comments for question 2 5 of 11 Committee members are living with disabilities. The City continues to recruit specifically for members living with disabilities. Most members, if not living with a disability, are individuals advocating for family members with a disability.5 of

3. Has the committee provided advice to council about site plans and drawings (as described in S.41 of the *Planning Act*) as well as advice on the requirements and implementation of accessibility standards? *

☒ Yes

☐ No

[Read Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, s. 29 \(4\): Municipal Accessibility Advisory Committees](#)

[Learn more about your requirements for question 3](#)

Comments for
question 3

Foundational requirements

4. Does your organization have written accessibility policies that include a statement of commitment? *

☒ Yes

☐ No

[Read O.Reg. 191/11 s. 3: Establishment of accessibility policies](#)

[Learn more about your requirements for question 4](#)

Comments for
question 4

5. Does your organization have a document or documents of your accessibility policies publicly available and, on request, provide them in an accessible format? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 3 \(3\): Establishment of accessibility policies](#)

[Learn more about your requirements for question 5](#)

Comments for
question 5

6. Has your organization established, implemented, maintained and posted a multi-year accessibility plan on your organization's website? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 4: Accessibility plans](#)

[Learn more about your requirements for question 6](#)

Comments for
question 6

7. Has your organization completed a review of its progress implementing the strategy outlined in its accessibility plan and documented the results in an annual status report posted on the organization's website? * ☐ Yes ☒ No

[Read O. Reg. 191/11 s. 4 \(1\), 4\(3\): Accessibility plans](#)

[Learn more about your requirements for question 7](#)

Comments for question 7 [This has been identified as a gap and a progress update will be provided for 2020 and 2021 in 2022.](#)

8. Did your organization consult with people with disabilities when establishing, reviewing and updating its multi-year accessibility plan? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 4 \(2\): Accessibility plans](#)

[Learn more about your requirements for question 8](#)

Comments for
question 8

9. Does your organization provide the appropriate training on the Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to persons with disabilities? * ☐ Yes ☒ No

[Read O. Reg. 191/11 s. 7: Training](#)

[Learn more about your requirements for question 9](#)

Comments for question 9 [The City provides AODA customer service and Human Rights Code training and is currently revising how it delivers training by IASR element. This will be completed in 2022.](#)

10. Were all persons that require training trained as soon as practicable? Under Section 7(1) of the Integrated Accessibility Standards Regulation, the following persons require training: (a) all persons who are an employee of, or a volunteer with, the organization; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization. * ☐ Yes ☒ No

[Read O. Reg. 191/11 s. 7 \(3\): Training](#)

[Learn more about your requirements for question 10](#)

Comments for question 10 [The City is seeking to strengthen its training approach with Advisory Committees in 2022.](#)

11. Does your organization provide training in respect of any changes to your accessibility policies on an ongoing basis? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 7 \(4\): Training](#)

[Learn more about your requirements for question 11](#)

Comments for question 11 [The City provides AODA related training and/or communication at the New Employee Orientation, in Performance Manager training, in response to ad hoc requests, for relevant internal processes, and for relevant process/policy changes.](#)

12. Does your organization keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 7 \(5\): Training](#)

[Learn more about your requirements for question 12](#)

Comments for
question 12

13. Does your organization ensure that its public feedback processes are accessible to persons with disabilities by providing or arranging accessible formats or communication supports, upon request, and do you notify the public of this accessible feedback policy? Note: "public" can include customers, clients, third parties, or businesses. * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 11: Feedback](#)

[Learn more about your requirements for question 13](#)

Comments for
question 13

Information and communications

14. As of January 1, 2021, do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions)? Please indicate in the comment box provided the complete names and addresses of your publicly available web content, including websites, social media pages, and apps * ☐ Yes ☒ No

[Read O. Reg. 191/11 s. 14 \(4\): Accessible websites and web content](#)

[Learn more about your requirements for question 14](#)

Publicly
available web
content and
comments for
question 14

City of Markham website www.markham.ca
Yes with the exception of pdf's- The City requested a WCAG compliance extension from the OPS in 2021 to ensure all website pdf's conform to WCAG standards. The City is currently rolling out training to content authors as well.

Employment

15. Does your organization notify successful applicants of its policies for accommodating employees with disabilities during offers of employment? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 24: Notice to successful applicants](#)

[Learn more about your requirements for question 15](#)

Comments for
question 15

16. Does your organization develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 28: Documented individual accommodation plans](#)

[Learn more about your requirements for question 16](#)

Comments for
question 16

The City develops individual accommodation plans on a regular basis and follows a standard procedure. The City will be adding more detail to the procedure in 2022 as part of its regular continuous improvement activities.

Transportation

17. Does your organization provide transportation services? *
(If Yes, you will be required to answer an additional question.) ☒ Yes ☐ No

[Read O. Reg. 191/11 Part IV: Transportation standards](#)

[Learn more about your requirements for question 17](#)

- 17.a. Does your organization conduct employee and volunteer accessibility training on the safe use of accessibility equipment and features of your transportation vehicles? * ☐ Yes ☒ No

[Read O. Reg. 191/11 s. 36: Accessibility training](#)

[Learn more about your requirements for question 17.a](#)

Comments for question 17.a [The City has the role of licensing taxis and accessible taxis. The City has a work plan to amend its Mobile Licensing By-Law to ensure full compliance by the end of 2022.](#)

Design of public spaces

18. Since your organization last reported on its accessibility compliance, has your organization constructed new or redeveloped existing off-street parking facilities that it intends to maintain? *
(If Yes, you will be required to answer an additional question.) ☒ Yes ☐ No

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 18](#)

- 18.a. When constructing new or redeveloping off-street parking facilities that your organization intends to maintain, does it ensure that the off-street parking facilities meet the accessibility requirements as outlined in the Design of Public Spaces standards? * ☐ Yes ☒ No

[Read O. Reg. 80.32-37: Accessible parking](#)

[Learn more about your requirements for question 18.a](#)

Comments for question 18.a [While the City exceeds the overall percentage of accessible parking spaces required, a recent review has identified a need for more Type A spaces & the need to update relevant City By-Laws. A work plan is in place for completion by end of 2022.](#)

19. Since your organization last reported on accessibility compliance, has your organization constructed new or redeveloped existing outdoor play spaces that it intends to maintain? *
(If Yes, you will be required to answer an additional question.) ☒ Yes ☐ No

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 19](#)

- 19.a. When constructing new or redeveloping existing outdoor play spaces, did your organization consult with the public and persons with disabilities on the needs of children and caregivers, and if you represent a municipality did your organization consult with the municipal advisory committee where one was established as outlined in s. 80.19 of the Integrated Accessibility Standards Regulation? * ☒ Yes ☐ No

[Read O. Reg. 191/11 s. 80.19: Outdoor play spaces](#)

[Learn more about your requirements for question 19.a](#)

Comments for question 19.a [The City consults with the Accessibility Committee about outdoor play spaces and receives feedback.](#)

20. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements required under the Integrated Accessibility Standards Regulations Part IV are not in working order? * ☐ Yes ☒ No

[Read O. Reg. 191/11 s. 80.44: Maintenance of accessible elements](#)

[Learn more about your requirements for question 20](#)

Comments for question 20 [While the City has a detailed MAP & procedures in place for temporary disruptions & preventative/emergency maintenance of accessible elements in public spaces, this has not been included in the MAP. The MAP will be updated in 2022 to include this.](#)

Confirmation questions

21. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Information and Communications Standards** under the Integrated Accessibility Standards Regulation? *
- ☒ Yes ☐ No

[Read O. Reg. 191/11 Part II: Information and communications standards](#)

[Learn more about your requirements for question 21](#)

Comments for question 21 [To the best of our knowledge, and based on a recent review, the City is complying with legislation and specific IASR requirements, regularly consulting with its Accessibility Committee, and continuously improving its processes to ensure access for all.](#)

22. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Employment Standards** under the Integrated Accessibility Standards Regulation? *
- ☒ Yes ☐ No

[Read O. Reg. 191/11 Part III: Employment standards](#)

[Learn more about your requirements for question 22](#)

Comments for question 22 [To the best of our knowledge, and based on a recent review, the City is complying with legislation and specific IASR requirements, regularly consulting with its Accessibility Committee, and continuously improving its processes to ensure access for all.](#)

23. Other than the requirements cited in the above questions, is your organization complying with all other requirements for **Transportation Standards** under the Integrated Accessibility Standards Regulation? *
- ☒ Yes ☐ No

[Read O. Reg. 191/11 Part IV: Transportation standards](#)

[Learn more about your requirements for question 23](#)

Comments for question 23 [To the best of our knowledge, and based on a recent review, the City is complying with legislation and specific IASR requirements, regularly consulting with its Accessibility Committee, and continuously improving its processes to ensure access for all.](#)

24. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Customer Service Standards** under the Integrated Accessibility Standards Regulation? *
- ☒ Yes ☐ No

[Read O. Reg. 191/11 Part IV.2: Customer service standards](#)

[Learn more about your requirements for question 24](#)

Comments for question 24 [The City will be updating its accessible customer service policy in 2022 and will also be enhancing how it communicates temporary disruptions.](#)

25. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the **Design of Public Spaces Standards** under the Integrated Accessibility Standards Regulation? *
- ☐ Yes ☒ No

[Read O. Reg. 101/11 Part IV.1: Design of Public Spaces standards](#)

[Learn more about your requirements for question 25](#)

Comments for question 25 [In a recent review of rehabilitated playgrounds, surface material issues have been identified. Relevant departments are actively developing a work plan to address these issues in a timely manner.](#)

Organization category	Designated Public Sector	Number of employees range	50+
Filing organization legal name	The Corporation of the City of Markham		
Filing organization business number (BN9)	122702319		

Fields marked with an asterisk (*) are mandatory.

E. Accessibility compliance report summary

Your response to the questions on your accessibility report indicate that your organization is not in compliance with AODA standards. You have responded 'No' to the question(s) below:

2. Are the majority of the members of the committee persons with disabilities?
7. Has your organization completed a review of its progress implementing the strategy outlined in its accessibility plan and documented the results in an annual status report posted on the organization's website?
9. Does your organization provide the appropriate training on the Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to persons with disabilities?
10. Were all persons that require training trained as soon as practicable? Under Section 7(1) of the Integrated Accessibility Standards Regulation, the following persons require training: (a) all persons who are an employee of, or a volunteer with, the organization; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.
14. As of January 1, 2021, do all your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions)?
- 17.a Does your organization conduct employee and volunteer accessibility training on the safe use of accessibility equipment and features of your transportation vehicles?
- 18.a When constructing new or redeveloping off-street parking facilities that your organization intends to maintain, does it ensure that the off-street parking facilities meet the accessibility requirements as outlined in the Design of Public Spaces standards?
20. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements required under the Integrated Accessibility Standards Regulations Part IV are not in working order?
25. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the Design of Public Spaces Standards under the Integrated Accessibility Standards Regulation?

This means that your organization is not in full compliance with the requirements of the AODA. If your compliance status changes, you will need to submit an updated report.

Your organization may be audited to verify compliance.