

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 Corporation of the City of Brampton	7560	122713563	The Corporation of the City of Brampton	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 Corporation of the City of Brampton	2 Wellington Street W (West)		Brampton	ON (Ontario)	L6Y 4R2	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 Corporation of the City of Brampton	2 Wellington Street W (West)		Brampton	ON (Ontario)	L6Y 4R2	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)

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) 2025-12-15

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
Scharback	Genevieve	City Clerk	905-874-2172		genevieve.scharback@brampton.ca	416-806-0564		

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
Hans	Shawnica	Deputy Clerk, Elections, Accessibility and Lottery Licensing	905-874-3481		shawnica.hans@brampton.ca	647-649-2472		

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)

Accessibility policies are available on the City's website and the internal staff portal. The Accessibility Policy is accessible and alternate formats are made available upon request. In addition to the Accessibility Policy, we also have a Digital Accessibility Administrative Directive, which is available on the internal staff portal, and a number of accessibility related Standard Operating Procedures (SOPs) also available on the City's website and the internal staff portal. SOPs include: Accessibility-Customer Service, Accessibility-Design of Public Spaces, Accessibility-Employment, Accessibility-General Matters, Accessibility-Information and Communication, and Accessibility-Transportation.

The City's Multi-Year Accessibility Plan (MYAP) was updated in 2022 and reviewed and updated again recently in summer 2025, presented and endorsed by the AAC in September 2025, and approved by City Council thereafter. The City's MYAP is available on the City's website and the internal staff portal. In early 2026, staff will begin reviewing and updating the MYAP 2026-2030 and the updated MYAP will be presented to the AAC and Council.

Self-Service Kiosks: Accessibility features are incorporated when designing, procuring and acquiring self-service kiosks. Accessibility specifications

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

are included in RFPs for self-service kiosks.

Training staff and training records: Employee training is tracked in the Talent & Learning Management System. Volunteer and contractor training is confirmed and recorded online in Microsoft Forms upon completion. The Accessibility Training Program is made available in multiple formats, to all employees, volunteers and contractors. Accessibility training is mandatory for new employees. The City's accessibility training procedures can be found in the Accessibility-Customer Service SOP.

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/ ↗](https://www.w3.org/WAI/standards-guidelines/wcag/))
- The Accessibility Standards Checklist ([https://forms.mgcs.gov.on.ca/dataset/on00125 ↗](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)

Accessible Feedback: Contact forms are available and accessible to gather feedback from the public. After organized events, feedback opportunities are available for participants. The Accessibility Feedback Form is available on the City's website.

Accessible alternate format disclaimers are available on the City's website, documents and forms. The Accessibility webpage includes the alternate format request form.

WCAG 2.0: Brampton.ca is almost at 100% compliance with accessibility requirements. Regular reviews and compliance checks of the City's websites are conducted to identify and address any accessibility issues through the Site Improve tool. When issues are identified, efforts are made to resolve compliance issues. The City is committed to continuously addressing improvements related to posted content, through staff training on PDF accessibility tagging and focusing on making City-wide templates accessible.

Accessible formats of emergency and public safety information: An Individualized Emergency Response Plan (IERP) form and process is established to assist with emergency procedures and plans for City staff. The process is outlined in the Accessibility-Employment Matters SOP and bi-annual reminders are sent to all staff.

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 Accessibility-Employment Matters SOP identifies steps the City will follow to ensure recruitment and workplace practices are accessible for all. Information regarding the availability of accommodations is included in job postings. Successful applicants are notified of policies for accommodations when making offers of employment. The City consults with employees when arranging for the provision of suitable accommodation in a manner that considers the employee's accessibility needs. Staff can self-initiate the process for an Individualized Accommodation Plan at any time.

Employees with disabilities have equitable access to career development, performance management and learning opportunities. Employees can participate in any of these programs by informing their people leaders and HR Business Partner to create a customized plan. Individualized workplace emergency response information is developed for employees who need assistance during an emergency. Reminders to self-identify for IERP are sent to staff on a bi-annual basis.

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)

All Brampton Transit buses are accessible. Accessible buses are equipped with low floors, extendable ramp, kneeling feature at front doors and reserved wheelchair/scooter areas.

A visual warning lamp indicator is mounted on the exterior near the mobility aid accessible door and with an audible warning alarm, each time the kneeling function, ramp or lifting device is in motion. All Brampton Transit buses have mobility aid storage locations at the front of the bus. All mobility aids are stored in the passenger compartment where persons with disabilities can access them. The stop request and emergency response controls are accessible from the mobility device and priority seating locations. Priority and courtesy seating are located at the front of the bus, with the appropriate signage and information on use and purpose made available to customers/passengers. Priority Seating is for the use of passengers with a disability, and customers are expected to respect and obey the purpose of the designated seating area, which means if you are sitting in one of these designated seats, you MUST vacate the seat for a passenger with a disability. Courtesy Seating is intended to provide additional seating for people who will benefit from having a seat near the front of the vehicle including seniors, expectant mothers, adults travelling with infants or small children and any other passenger who may benefit from a seat.

All Brampton Transit buses include the appropriate grab bars, handholds, handrails and/or stanchions and include floors that produce a minimal glare and are slip resistant.

Visual signage and auditory announcements are available on each bus describing the route, direction/ destination, and next stop. Brampton Transit is in compliance with all sections of the IASR, including accessible equipment, training, support persons and fares, inaccessible stops and service disruptions. Additional details are available on the City's website. Section 62-rail cars: not applicable.

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)

Staff in the City's Accessibility Office review site plan/development applications and provide comments in accordance with the AODA, OBC, and the City's Accessible Parking Manual and By-Law 93-93.

Staff in the City's Accessibility Office are part of the project team for the capital project review process. All new capital projects, including renovations, are reviewed by staff to ensure compliance with the AODA, IASR, and the City's Accessibility Technical Standards, which are design requirements that go above and beyond the accessibility requirements in the OBC. Once capital projects reach the 30% design phase, they are presented by the Project Manager to the Accessibility Advisory Committee for their review and feedback.

Accessibility Office staff also work with City departmental leads on other projects, such as new playgrounds and parks, ensuring compliance with the AODA/IASR and the City's Accessibility Technical 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 Accessibility-Customer Service SOP outlines the requirements of and actions the City takes to identify, remove and reduce barriers to accessibility. This includes accessing City services, facilities, programs, public information, job opportunities, transportation services and public spaces. The procedure applies to City Council, employees, volunteers and those providing a good, service, program or facility on the City's behalf. Details are provided to assist staff when interacting/communicating with individuals with disabilities, interacting with someone accompanied by a support person or service animal or with someone using an assistive device.

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

Feedback process: Feedback may be provided in a variety of formats and methods of communication including in writing, by text/email, by phone, or in person at any of the City's service locations. An Accessibility Feedback Form is available on the City's website. Alternate formats of the form are available on request. The method of processing feedback is described in the SOP. Information about the feedback process is available on the website and in City publications. The City will provide accessible formats and communication supports when receiving and responding to feedback.

Notice of temporary disruption: Notifications are posted on the City's website and on the door of the facility where the temporary disruption occurs. A Service and Information Update template is used to communicate updates, changes and alerts. Updates are translated into the top 10 languages spoken in Brampton and distributed to mainstream media outlets and the City's digital and social media channels. Printed notices are posted in appropriate location(s). The Notice of Service Disruptions SOP outlines the procedures to be followed.