

## 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 1: 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    | Henley Place Limited               | 262                                       | 853181998                                           | Henley Place              | 62 - Health Care and Social Assistance | 623 - Nursing and Residential Care Facilities | 6231 - Nursing 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 2: 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           | Henley Place Limited                      | 1961 Cedarhollow Boulevard       | N/A                   | London                 | ON (Ontario)                        | N5X 0K2                                   | 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    | Henley Place Limited               | 203 - 200 Ronson Drive    | N/A            | Etobicoke       | ON (Ontario)                 | M9W 5Z9                            | 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) \_\_\_\_\_ 2026-04-27 \_\_\_\_\_

## 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 |
|----------------------|-----------------------|---------------------------|----------------------------------|---------------------------------|---------------------------------|------------------------|----------------------------------|------------|
| Chandraban           | Niklas                | Vice President            | 416-243-9019                     | 441                             | nchandraban@primacareliving.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 |
|----------------------|-----------------------|---------------------------|----------------------------------|---------------------------------|-------------------------------|------------------------|----------------------------------|------------|
| Melchior             | Matthew               | Owner                     | 416-243-9019                     | N/A                             | mmelchior@primacareliving.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#BK07>)
- Learn more about your requirements for question 1 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations7>)
- Accessibility Policy Sample (<https://forms.mgcs.gov.on.ca/dataset/on000907>)
- Sample Multi-year Plan Template (<https://forms.mgcs.gov.on.ca/dataset/on00091>)
- Accessibility Training Requirements Checklist (<https://forms.mgcs.gov.on.ca/dataset/on000927>)
- The Accessibility Standards Checklist (<https://forms.mgcs.gov.on.ca/dataset/on001257>)

#### 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#BK87>)
- Accessible Educational and Training Resources and Materials Checklist (<https://forms.mgcs.gov.on.ca/dataset/on001197>)
- World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 (<https://www.w3.org/WAI/standards-guidelines/wcag/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

**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 (a). Does your organization provide transportation services, either directly or through a third party? ☒ Yes ☐ No

Question 4 (b). Is your organization in compliance with all applicable requirements of the Transportation Standards? ☒ Yes ☐ No

#### Resources for Question 4

- Read Ontario Regulation 191/11, Part IV: Transportation Standards (<https://www.ontario.ca/laws/regulation/110191#BK347>)
- Learn more about your requirements for question 4 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-107>)
- Transportation Standards Reference Guide (<https://forms.mgcs.gov.on.ca/dataset/on003367>)

#### 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#BK917>)
- Learn more about the requirements for Question 5 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-117>)
- Design of Public Spaces Standards (DOPS) Reference Guide (<https://forms.mgcs.gov.on.ca/dataset/on003357>)

#### 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