



# **如何完成您的 「遵守便利條例申報」 (Accessibility Compliance Report)**

私人及非牟利組織指南  
(A guide for private & non-profit  
organizations)



如果您的機構是屬於私人或非牟利組織，您必須填寫一份網上報告，向政府表明您的機構已符合「安省便利殘障人士法案」〔Accessibility for Ontarians with Disabilities Act (AODA)〕所要求的有關便利措施。

指定的公營機構亦須呈交一份便利報告，但應參考「**指定公營機構報告指南**」(Reporting Guide for Designated Public Sector Organizations)。

所有私人及非牟利機構欲呈交報告，必須透過網上的ONe-Source服務，使用我們的「遵守便利條例申報」工具〔Accessibility Compliance Reporting tool (ACR)〕。ONe-Source是一個個人化的網上賬戶，讓您可安心地為公司經由互聯網與政府聯繫，查詢政府推行的計劃、服務和資訊等等。

無法呈交報告可能會導致執法人員對您的機構採取行動，包括調查、Director's Orders及罰款。

## 完成您的報告

如果由您親自填寫報告，請由此處開始 ..... 3

## 核實您的報告

如果由其他人填寫報告，然後由您核實/呈交，請由此處開始 ..... 19

## 需要協助？

請聯絡 ServiceOntario AODA 聯絡中心（英語及法語）

國際：416-849-8276

免費長途電話：1-866-515-2025

聽力障礙專線：416-325-3408 或免費長途：1-800-268-7095

電郵：[accessibility@ontario.ca](mailto:accessibility@ontario.ca)

# 開始之前

您需要：

- 一部可以上網及收發電郵的電腦。
- 網頁瀏覽器：Internet Explorer 7、Mozilla Firefox 19、或 Google Chrome 27或以上版本。
- 您的商業登記號碼（又稱BN9）。

## 提示：

您的商業登記號碼就像是您生意的社會保障號碼一樣。它是一組九位數字的號碼，您繳付營業稅時亦需填寫。您可在您的聯邦及省營業稅單中找到。

Ontario  
Ministry of Finance  
33 King St W  
PO Box 620  
Oshawa ON L1H 8C9

Detach and retain with your full payment.

**Employer Health Tax  
Account Payment**

Payments may be made:

- using ONT-TAXS online at [ontario.ca/taxs](http://ontario.ca/taxs)
- in person at certain ServiceOntario locations
- in person at your Ontario financial institution (fee of charge)
- by mail to 33 King St W, PO Box 620, Oshawa ON L1H 8C9

Make your cheque or money order in Canadian funds payable to the Minister of Finance.

| Business No.    | Reference No. | Balance Due |
|-----------------|---------------|-------------|
| 123456789TE0001 | L7536042100   | \$1,438.85  |

Norman's Motel  
Attention: Norman Smith  
123 Main Street  
Oshawa, ON L1X 3R7

003 EHT 123456789TE0001 20081231 X8182196488 00 00000184385 5

1277772-2391 0006839# 96

## 1. 開設一個用戶名及密碼

a. 登入 [ontario.ca/ONeSource](http://ontario.ca/ONeSource) 。

b. 點擊「登記」（“Sign-up”）。



c. 填寫帳戶登記專頁，點擊「登記」（“sign up”）。

The screenshot shows the 'One-Source For Business' registration page. At the top, there's a navigation bar with links like 'HOME', 'BROWSE', 'SERVICES', 'YOUR GOVERNMENT', and 'ABOUT ONTARIO'. Below this is a search bar and a 'ServiceOntario' logo. The main heading is 'One-Source For Business' with a sub-heading 'One-key Account Registration'. A note states: 'After completing the One-key registration you will be returned to One-Source for Business.' The registration form includes fields for 'Create your ID and Password', with sub-fields for 'Choose your One-key ID', 'Password', and 'Confirm your password'. A password requirements box lists: '6 to 16 characters', 'Upper and lower case character(s)', 'Number(s)', and 'Symbol(s) such as !, @, #'. Below the form is a checkbox for 'I accept the Terms and Conditions of use and I have reviewed the Notice of Collection'. A 'Need assistance?' link is provided. At the bottom, there's a 'Password Recovery Info' section with a 'Security Question' dropdown and a 'Question 1 Answer' field.

d. 點擊「繼續」（“Continue”）。

The screenshot shows the 'Confirmation' page after successful registration. The heading is 'One-Source For Business' with a sub-heading 'Confirmation'. The text states: 'You have successfully registered your One-key account. Your One-key ID is: benben321'. It explains that the One-key gives secure access to Ontario Government online services and can be used to manage the account or enrol for services. A note asks the user to print the page and store it securely, not sharing the ID or password. A red 'Continue' button is highlighted with a green box and a green arrow pointing to it from the left. At the bottom, there's a 'Need more assistance?' link and a 'QUESTIONS? GET HELP' button.

## 2. 設定您的業務概況

- a. 選「新用戶」(“New User”) 頁籤。

ServiceOntario

Search

Home Online Services Tools & Wizards Topics My Account

Need help? Call 1-888-745-8888

### You're Almost Done - Set Up Your ONE-Source Profile

You now have a ONE-key user name and password for logging in. Please take a moment to set up your ONE-Source profile so we can serve you better.

\*Required

Select Your User Type (What kind of user are you?)

New User Delegated User

I am a business owner, represent a business owner, or am in the process of starting a business.

\*Profile Name

\*Email

\*Confirm Email

\*Location

\*What is your activity or business type (industry)?

Type in your primary business or activity...

- b. 輸入您機構的名字在「檔案名稱」(“Profile Name”) 欄目內。
- c. 輸入您的電郵地址。
- 確保您可使用這電郵帳戶，因為此系統會在您呈交報告的過程中給您發出電郵。
- d. 在地區 (Location) 格內，輸入您居住城市/市鎮的首幾個字母。
- 逐個英文字母慢慢輸入。系統會根據您輸入的英文字母給您幾個選項。選擇其中一個。

e. 在業務類別中，選擇其中一項：

- 於上方空格內，輸入您機構業務性質的首幾個英文字母，然後在選單中選取最相近的行業。

或

- 在選單中揀選一個類別。

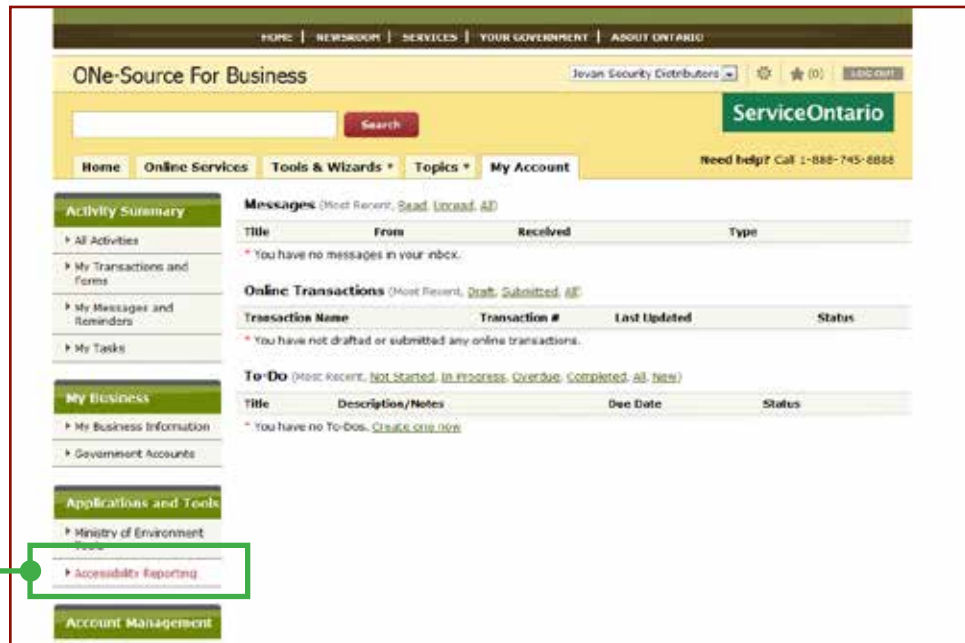
The screenshot shows a web form for creating an account. It includes fields for 'Email', 'Confirm Email', and 'Location'. The 'What is your activity or business type (Industry)?' field is highlighted with a green box, and a green line points to it from the left. Below this, the 'Notifications' section has two checkboxes: 'General information' and 'Account updates'. The 'Terms and Conditions' section is also highlighted with a green box, and a green line points to it from the left. At the bottom, there are 'Cancel' and 'Create My Account' buttons. A green line points to the 'Create My Account' button from the left.

f. 選擇您是否希望收到電郵通知。

g. 細閱有關條款與條文，選擇「是，我同意」（“Yes, I agree”），然後點擊「開設我的賬戶」（“Create My Account”）。

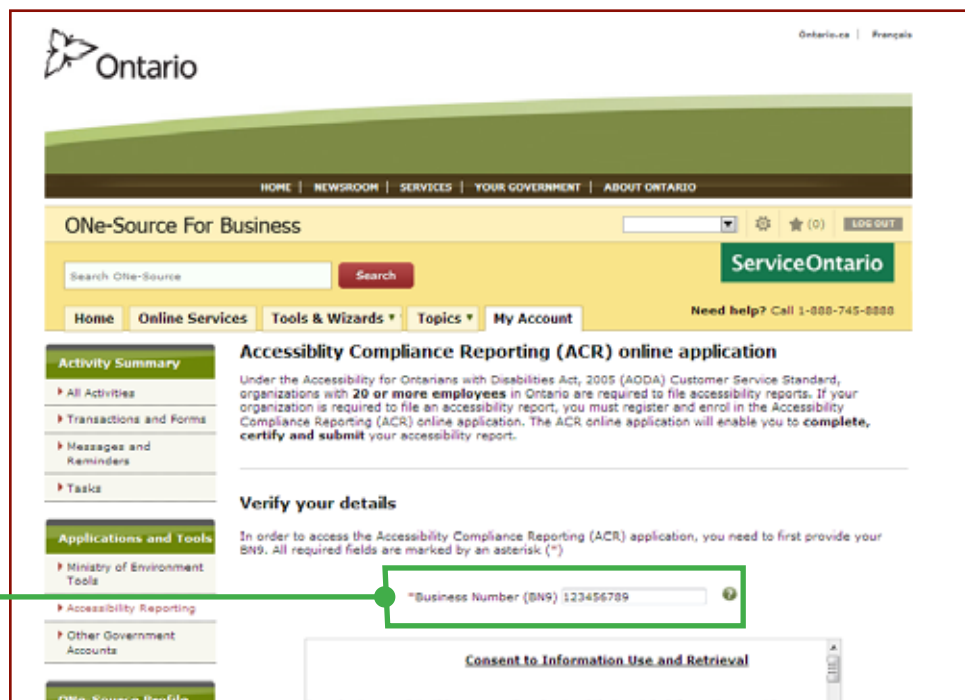
### 3. 登記使用「遵守便利條例申報」 (Accessibility Compliance Reporting)

- a. 選擇「便利條例申報」(“Accessibility Reporting”)連結。



- b. 輸入您的商業登記號碼。

- 輸入您的九位數商業登記號碼。您可在您的聯邦或省稅單或退稅通知〔如僱主保健稅 (Employer Health Tax)〕上找到。





c. 閱讀「資料使用及檢索同意書」（Consent to Information Use and Retrieval），選擇「我同意」（“I agree”），然後點擊「繼續」（“Continue”）。

d. 設定您的身份：

- 輸入您的姓名。
- 如果您獲授權代表公司，選擇「核實者」（“Certifier”）。這樣，您便可一起完成申報及呈交的程序。
- 如果您不是獲公司授權的人士，選擇「執行者」（“Administrator”）。當完成申報過程後，您需要找公司內獲授權的人士完成呈交程序。

### 提示：

任何公司職員或志願者均可填寫「遵守便利條例申報」；但是，必須由一個獲公司授權的人士核實後申報。這個人通常是有公司簽字權的人士。如果您有疑問，可向律師查詢。

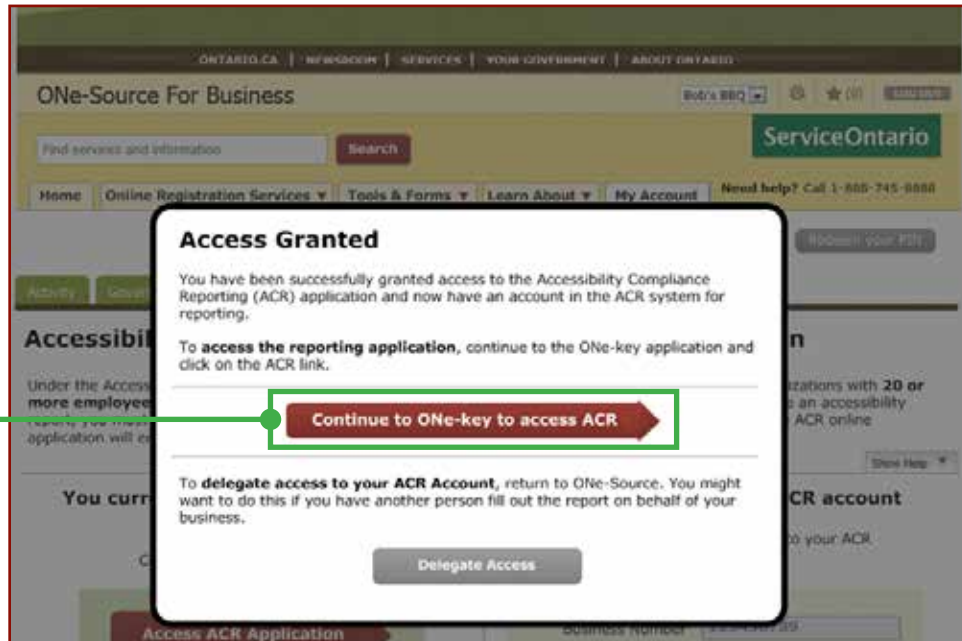
**核實者（Certifier）** – 一個獲公司授權的人士

**執行者（Administrator）** – 一個無獲公司授權的人士

核實者可完成整個申報及呈交過程。如果填寫申報資料的人是執行者，便需要一個核實者去完成最後的呈交程序。

e. 完成登記及輸入申報工具。

- 點擊「繼續」(“Continue”)。如果您是一個執行者，您可先填寫有關資料，然後由有關人士完成呈交程序。詳情可參閱第16頁。

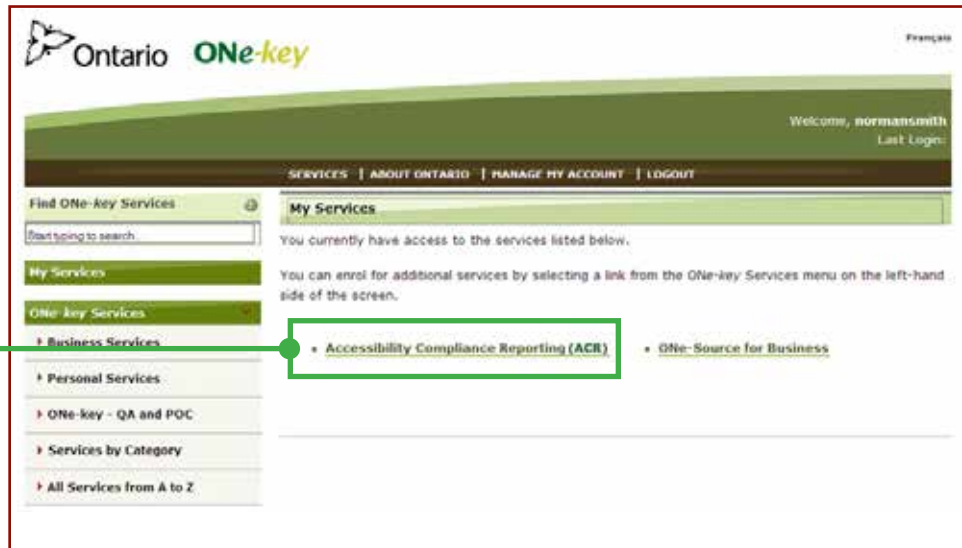


## 4. 完成您的報告

您毋須一次過完成整份報告。但是，為了資料的保密性，當電腦螢幕靜止十分鐘之後，系統便會自動終止有關程式。所以，如果您打算暫時離開坐位，確保您儲存好已輸入的資料。

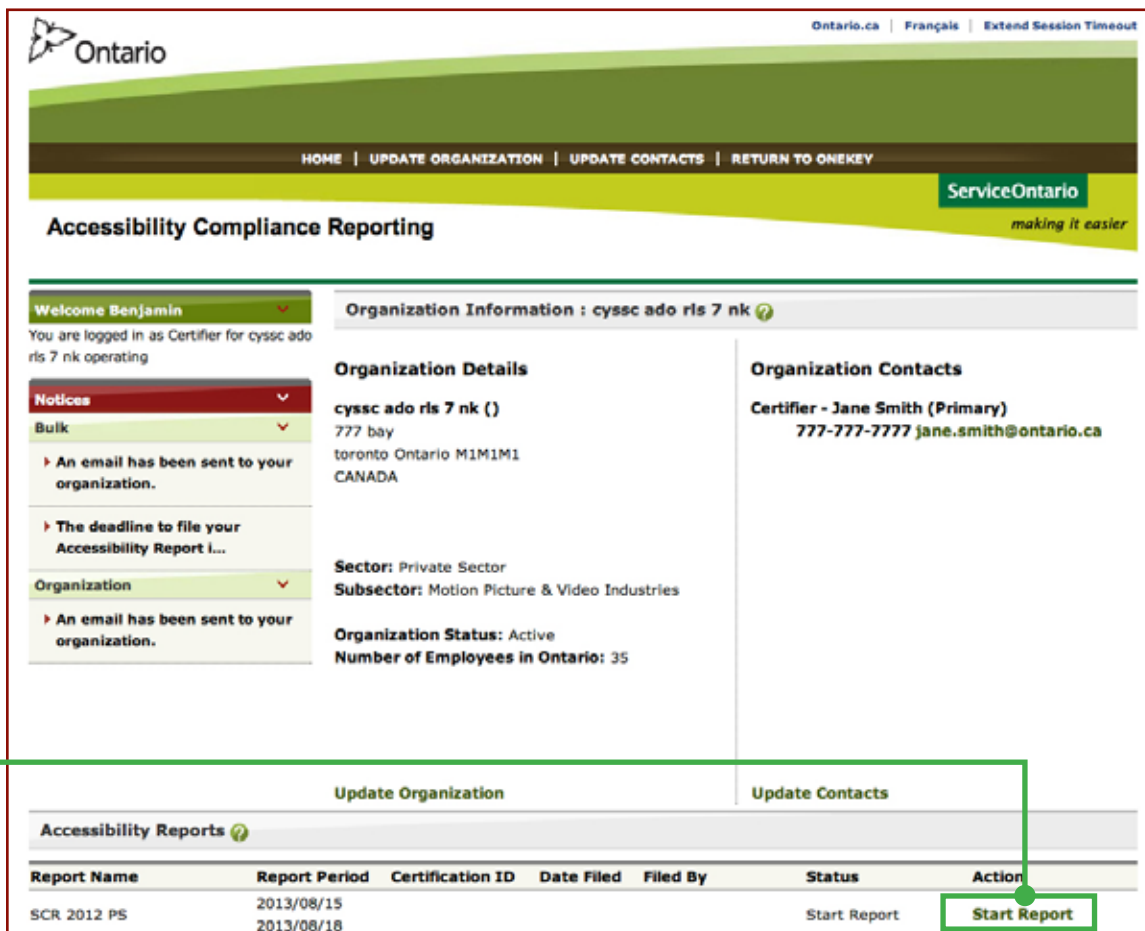
a. 打開「遵守便利條例申報」工具。

- 選擇「遵守便利條例申報」〔“Accessibility Compliance Reporting (ACR)”〕。



b. 開始申報過程：

- 到螢幕底部。點擊「開始申報」（“Start Report”）。



### 提示：

您毋須一次過完成填寫整份報告。只需點擊「儲存」（save），回來後點擊「修改」（edit）便可。

- c. 告訴我們有關您機構的資料。您會被要求確認您的地址及聯絡資料。
- d. 在開始申報之前，您需要回答三個問題。
  - 「其它第三方」（“Other third parties”）含義廣泛，包括僱員或客戶以外的人士，如合作夥伴、營業代表或供應商。

Ontario

HOME | UPDATE ORGANIZATION | UPDATE CONTACTS | RETURN TO ONEKEY

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### Accessibility Compliance Reporting

Report Questions

What sector does your organization belong to? [Definitions]

☐ Non-Profit ☒ Private

How many employees do you have in Ontario? [Definitions]

☐ 0 ☐ 1 - 19 ☐ 20 - 49 ☐ 50+

Do members of the public or other third parties have access to premises that your organization owns or operates? [Definitions]

☒ YES ☐ NO

Cancel Save & Continue

e. 確認您符合所有便利條例的要求。

- 您可選擇個別問題的答案，亦可加入自己的意見。
- 每則問題的旁邊都會有一個連結，方便您直接到安省政府的AccessON網站查詢更多有關便利條例要求的資料。
- 當您完成之後，點擊位於網頁下方的「儲存及繼續」（“Save and Continue”）。

ADO | CIM | KIT | REPORT | LOGOUT

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Accessibility Compliance Reporting

Search Criteria Search Results Organization Profile

Report Questions

Report Created: August 01, 2013 Status: In Progress

ACCESSIBILITY STANDARDS - Questions

Note: The Accessibility for Ontarians with Disabilities Act, 2005 requires that organizations file reports on accessibility standards that apply to them. It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

Does your organization have policies, practices and procedures on providing goods or services to people with disabilities? [O. Reg. 429/07, s. 3(1)]

☒ YES ☐ NO AccessON website

If you have any comments related to this specific question, please provide them below (max 250 characters):

Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity? [O. Reg. 429/07, s. 3(2)]

☒ YES ☐ NO AccessON website

如果您是執行人，請到第16頁。

## 5. 核實及呈交您的報告

如果您是執行者（參閱第9頁），您不可完成這步驟。

- a. 點擊「核實報告」（“Certify Report”）

The screenshot shows the 'Accessibility Compliance Reporting' page. At the top, there's a navigation bar with 'HOME | UPDATE ORGANIZATION | UPDATE CONTACTS | RETURN TO ONEKEY'. Below this, the 'ServiceOntario' logo is visible. The main heading is 'Accessibility Compliance Reporting'. Below the heading, there's a summary section titled 'Accessibility Report Summary'. It contains text about the report's status and a note about certification. At the bottom of the summary section, there are two buttons: 'Cancel Summary' and 'Certify Report'. The 'Certify Report' button is highlighted with a green box and a green arrow points to it from the left.

- b. 填妥「核實聲明」（Certification Statement）：

- 勾選三個空格，填上欠缺的資料。
- 點擊「呈交及核實報告」（“Submit & Certify Report”）。

The screenshot shows the 'Accessibility Report Certification' page. It includes a heading 'Accessibility Report Certification' and a paragraph explaining the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Below this, there's a section titled 'Accessibility Report Certification Statement' with a note that all fields are mandatory. A green box highlights the 'I certify that:' section, which contains three checkboxes: 'I have the authority to bind this organization', 'all the required information has been included in this report, and', and 'the information in this report is accurate'. Below the checkboxes, there are input fields for 'Certifier Name', 'Phone', 'Organization', 'Date (yyyy/mm/dd)', 'Title', 'Extension', and 'Certifier Email'. At the bottom, there are two buttons: 'Cancel Certification' and 'Submit & Certify Report'. The 'Submit & Certify Report' button is highlighted with a green box and a green arrow points to it from the left.



c. 審閱、列印及/或電郵一份 PDF 電子文檔給自己備份。

Ontario.ca | Français | Extend Session Timeout

HOME | UPDATE ORGANIZATION | UPDATE CONTACTS | RETURN TO ONEKEY

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**Accessibility Compliance Reporting**

Report ID: SCR68604 Report Created: January 16, 2012 Status: Submitted

**Accessibility Report Confirmation**

Thank you for certifying your organization's accessibility report on your compliance with the AODA standards.

Your certification number is: **60604**.

You will receive confirmation of your accessibility report certification by email.

Please visit the AccessON website at [www.ontario.ca/accessON](http://www.ontario.ca/accessON) for updates on the AODA and the accessibility standards.

Return Home View/Print Email

Ontario.ca | Français

viewPrint[1].pdf - Adobe Reader

File Edit View Document Tools Window Help

1 / 2 87.2% Find

**Norman's Motel** **743157166TA0001**

**AODA Self-Certified Accessibility Report**

| Question   | Answer |
|--|--------|
| 1 Does your organization have policies, practices and procedures on providing goods or services to people with disabilities? [O. Reg. 429/07, s. 3(1)]   | YES    |
| 2 Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity? [O. Reg. 429/07, s. 3(2)]  | YES    |
| 3 Do your organization's policies address the use of assistive devices by people with disabilities to access your organization's goods or services, or any available alternative measures that enable them to do so? [O. Reg. 429/07, s. 3(3)]   | YES    |
| 4 Do your organization's policies, practices and procedures require your organization to take a person's disability into account when communicating with the person? [O. Reg. 429/07, s. 3(4)]   | YES    |
| 5 Does your organization permit people with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law, and is this included in your policies, practices and procedures? [O. Reg. 429/07, s. 4(2) & (7)]  | YES    |
| 6 If a service animal is excluded by law from your premises, does your organization ensure that alternate measures are available to enable the person to access your goods or services? [O. Reg. 429/07, s. 4(3)]  | YES    |
| 7 Does your organization permit people with disabilities to enter the parts of your premises that are open to the public or other third parties with their support person, and provide notice of any fee charged for the support person, and is this included in your policies, practices and procedures? [O. Reg. 429/07, s. 4(4) (6) & (7)]  | YES    |
| 8 Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization's goods or services, including the reason, duration and any alternatives available? [O. Reg. 429/07, s. 5(1) (2) & (3)]                          | YES    |
| 9 Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to people with disabilities, including actions that your organization will take when a complaint is received? [O. Reg. 429/07, s. 7(1), (3) & (4)]   | YES    |
| 10 Does your organization make information about its feedback process readily available to the public, including how feedback may be provided (e.g. in person, by telephone, in writing, by email, on diskette or otherwise)? [O. Reg. 429/07, s. 7(1) & (2)]  | YES    |
| 11 Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities: every person who deals with the public or other third parties on behalf of your organization, and every person who participates in developing your organization's policies, practices and procedures on providing goods or services? [O. Reg. 429/07, s. 6(1)] | YES    |

INFORMATION number 17 2011

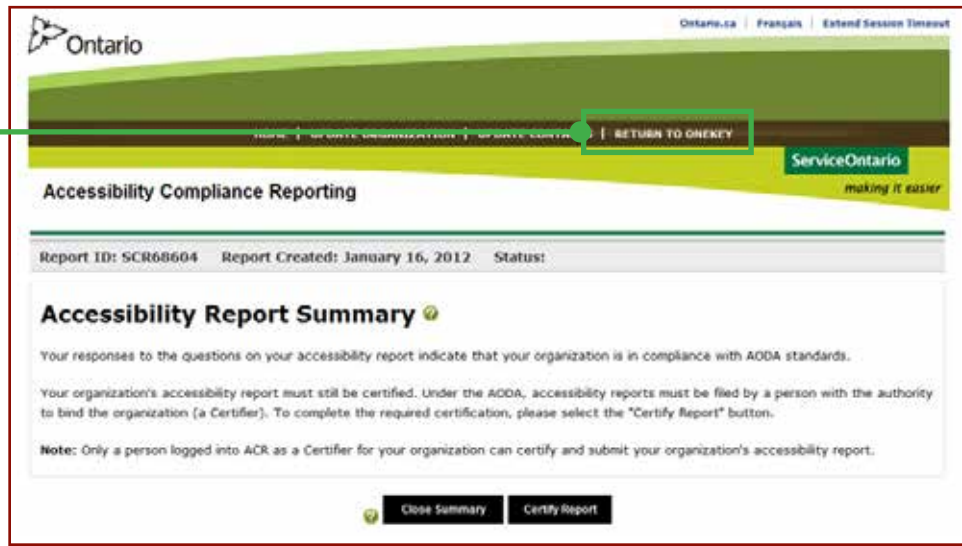
您已成功填寫、核實並呈交您的「遵守便利條例申報」。

感謝合作！

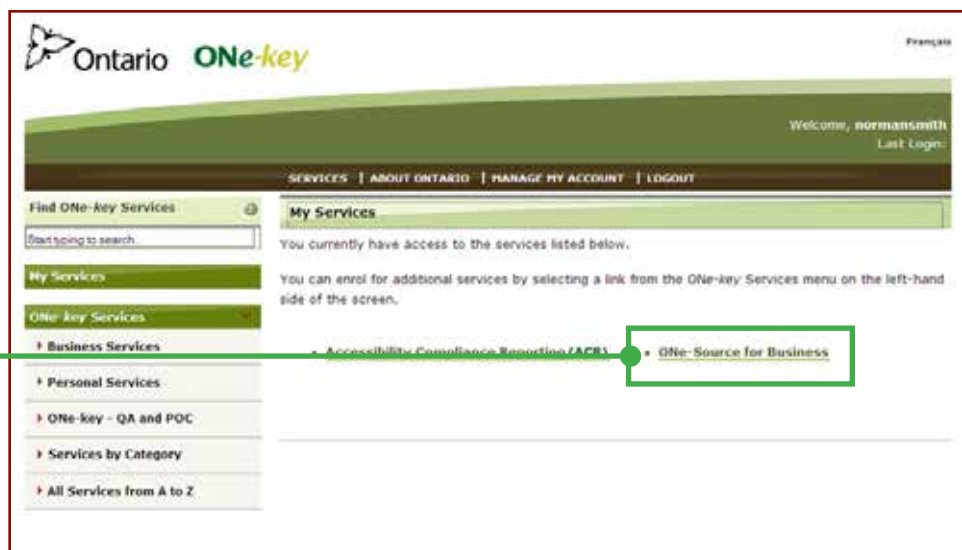
## 6. 委派核實者去完成申報程序

如果您是執行者，您必須將最後的核實過程委派給一名有公司或機構簽字權的人士，使他們能登入網頁去核實報告。

- a. 選擇「返回 ONe-Key」(“Return to ONe-Key”)。

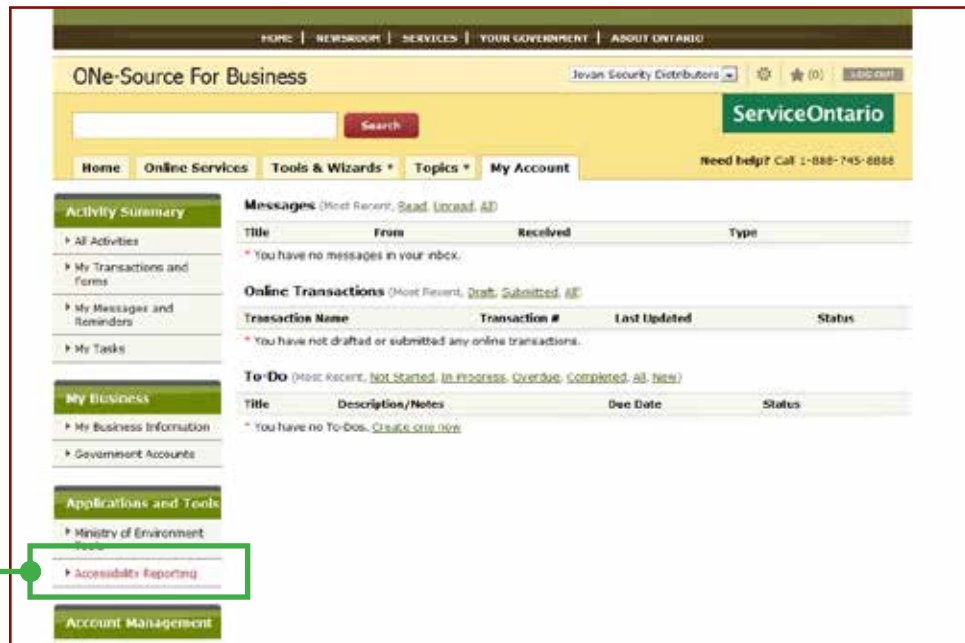


- b. 揀選「商業使用 ONe-Source」(“ONe-Source for Business”)。





- c. 點擊「便利條例申報」（“Accessibility Reporting”）連結。



- d. 輸入核實者的姓名及電郵地址，然後選擇「核實者」（“Certifier”）。
- 系統會分別給核實者及執行者發出電郵。每個電郵都會有一個連結讓他們登入網站，及提供一個登入您剛開設的公司賬戶的編號。

The screenshot shows the 'Accessibility Compliance Reporting (ACR) online application' form. It includes instructions about the AODA requirements for organizations with 20 or more employees. The form is divided into two main sections: 'You currently have access to the ACR system' and 'Delegate access to your ACR account'. The 'Delegate access' section contains input fields for Business Number, Delegate's First Name, Delegate's Last Name, and Delegate's Email. These fields are highlighted with a green box, with a green line and dot pointing from the left margin to it. Below these fields is a radio button selection for the delegate's role: 'Certifier' (selected) and 'Administrator'. A 'Help Tip' box explains that the Certifier is the person with authority to certify the information is accurate and will submit the report. At the bottom, there is a 'Delegate Access' button.

- e. 當您收到確認，知道已成功地委派核實者，便可登出網站，然後讓核實者呈交報告。
  - 他們的登記程序有些許不同，因此我們已為他們預備一些指引。他們可參考第19頁。

您的核實者現在可以核實及呈交您的「遵守便利條例申報」。

感謝合作！

### **需要協助？**

請聯絡 ServiceOntario AODA 聯絡中心（英語及法語）

國際：416-849-8276

免費長途電話：1-866-515-2025

聽力障礙專線：416-325-3408 或免費長途：1-800-268-7095

電郵：[accessibility@ontario.ca](mailto:accessibility@ontario.ca)

# 核實您的「遵守便利條例申報」

此部份是專為那些由其他人代勞填寫報告，但需由您本人親自核實的人士而設。

## 開始之前

您需要：

- 一部可以上網及收發電郵的電腦。
- 一個以電郵傳送給您的「個人識別號碼」（Personal Identification Number “PIN”）
- 一個以電郵傳送給您的「程序存取代碼」（Program Access Code “PAC”）

## 1. 開設賬戶

- a. 在一個名為“PIN for ACR”的電郵中點擊隨附的連結。
- b. 點擊「現在登記」（“Sign up now”）。



- c. 填寫帳戶登記網頁，然後點擊「登記」（“Sign up”）。

Ontario ONE-key

Help | ServiceOntario | About Ontario

ONE-key Account Registration

**Create your ID and Password** [\*] indicates a mandatory field

\* Choose your ONE-key ID:

\* Password:

\* Confirm your password:

Your password must contain:

- ✓ 8 to 16 characters
- ✓ upper and lower case characters
- ✓ numbers
- ✓ Symbol(s) such as !, @, #

☒ I accept the Terms and Conditions of Use and I have reviewed the Notice of Collection

Need assistance? Please call ServiceOntario at 416-326-1234 (GTA) or 1-800-267-0097

**Password Recovery Info** [\*] indicates a mandatory field

If you forget your password you can create a new one, after answering a set of security questions. Create your own set of security questions and answers below.

\* Security Question 1: What was the first city outside of Ontario that I visited?  Refresh Questions

\* Question 1 Answer:

\* Security Question 2: What was my first pet's name?  Refresh Questions

\* Question 2 Answer:

\* Security Question 3: What was the street name where my high school was located?  Refresh Questions

\* Question 3 Answer:

**Optional ID Recovery Info**

By providing your email address you can recover your One-key ID in case you forget it. You can enter your email address at a later date if you do not want to provide it now, via the Change Account Recovery Info option.

- d. 當您收到確認通知，知道已成功登記ONE-Key帳戶，即可點擊「繼續」（“Continue”）。

Ontario ONE-key

Help | Logout

ONE-key Account Registration

**Confirmation**

You have successfully registered your ONE-key account. Your ONE-key ID is: **Ontario@2016**

ONE-key gives you secure access to Ontario Government online services. You can login at any time on the ONE-key portal to manage your ONE-key account (change ID, change password, change language preference, etc.) and to enroll for accessing the available online services.

Please print this page for your records and store it in a secure manner. Do not share your ONE-key ID or password with anybody.

[Continue](#)

Need some assistance? Please call ServicesOntario at 416-326-1234 (GTA) or 1-800-267-8097

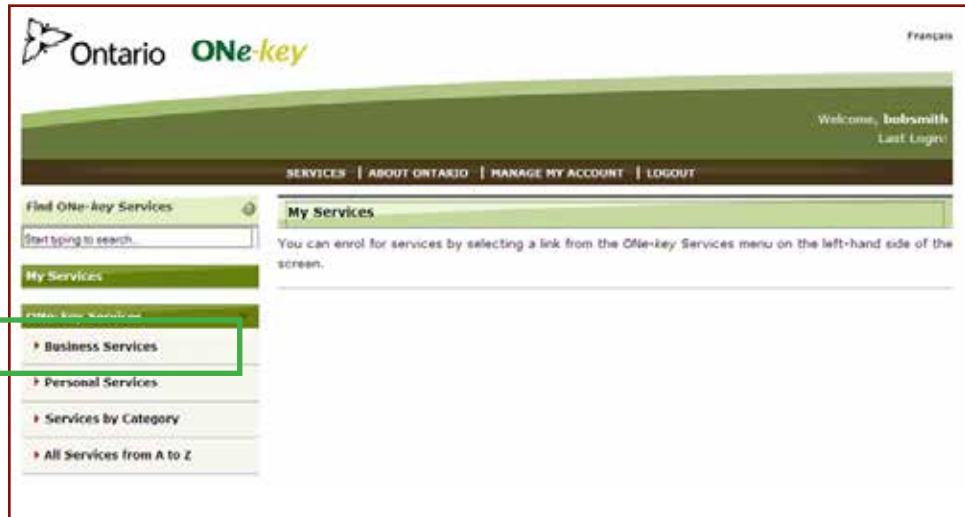
CONTACT US | ACCESSIBILITY | PRIVACY | HELP

© SIMON'S PAPER FOR E-MARKET: 2009-2011 | IMPORTANT NOTICES

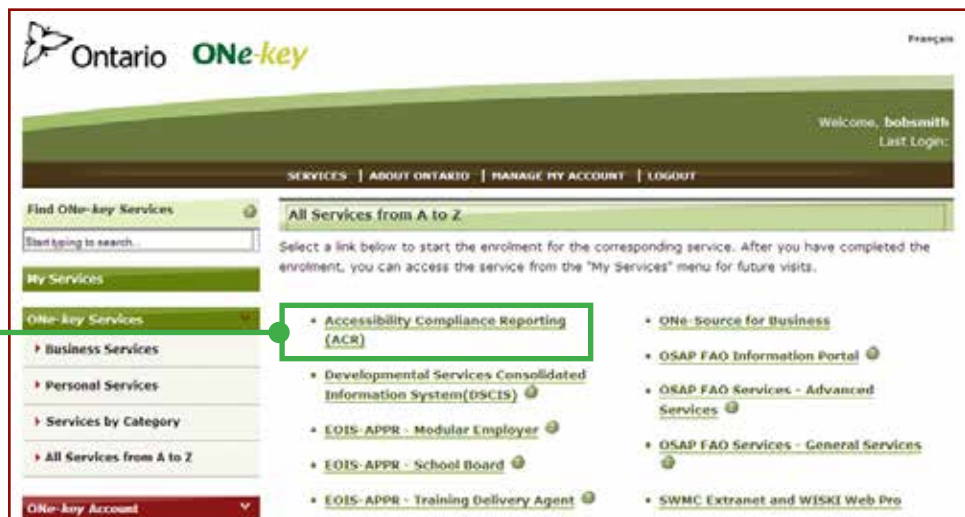
Last Modified: May 26, 2011

## 2. 登記使用「遵守便利條例申報」

- a. 在左邊選單中，選擇「商業服務」（“Business Services”）。



- b. 選擇「遵守便利條例申報」（“Accessibility Compliance Reporting (ACR)”）。



C. 輸入您的「程序存取代碼」(Program Access Code "PAC")。

- 您毋須要求「程序存取代碼」("PAC")。系統會以電郵方式將有關訊息傳送給您，主題為"PAC for ACR/CAP pour RCA"。
- 這是一個很長的代碼，因此，您可分別為每空格複製和黏貼 (copy/paste)。
- 這是一種保安措施，防止未經授權的人士擅入您公司的賬戶。

The screenshot shows a web page for enrolling in the Accessibility Compliance Reporting (ACR) system. It is divided into two main sections: Step 1 and Step 2. Step 1 is titled "Request your Program Access Code (PAC) and your Personal Identification Number (PIN)". It contains instructions for first-time users and a note for existing users. A red box highlights the "Request PAC and PIN" link, with a red line pointing to it from the left. Step 2 is titled "Enrol in the Accessibility Compliance Reporting (ACR) system". It contains a form for entering the PAC and PIN. A green box highlights the "Program Access Code (PAC): \*" input field, with a green line pointing to it from the left. Below the input field is a "Submit" button, which is also highlighted with a green box and a green line pointing to it from the left. Other buttons like "Clear" and "Cancel" are also visible.

**STEP 1: Request your Program Access Code (PAC) and your Personal Identification Number (PIN).**

If this is your first time enrolling your organization for the Accessibility Compliance Reporting (ACR) system, you must obtain a Program Access Code (PAC) and a Personal Identification Number (PIN).

The PAC and PIN are required for you to complete enrollment in the ACR system through your secure One-Key account.

These two codes will be individually sent to the business email you entered when you created your One-Key account.

Please click here and follow the prompts to request your PAC and PIN. Once complete, return to the One-Key portal, select Accessibility Compliance Reporting (ACR) from the Business Services list and proceed to Step 2 below.

**NOTE: If you already have your PAC and PIN, please proceed to Step 2 now.**

[Request PAC and PIN](#)

**STEP 2: Enrol in the Accessibility Compliance Reporting (ACR) system.**

You must enter the PAC and PIN that were emailed to you in order to complete your enrollment in the ACR system.

To access the ACR system, the PAC must be entered first.

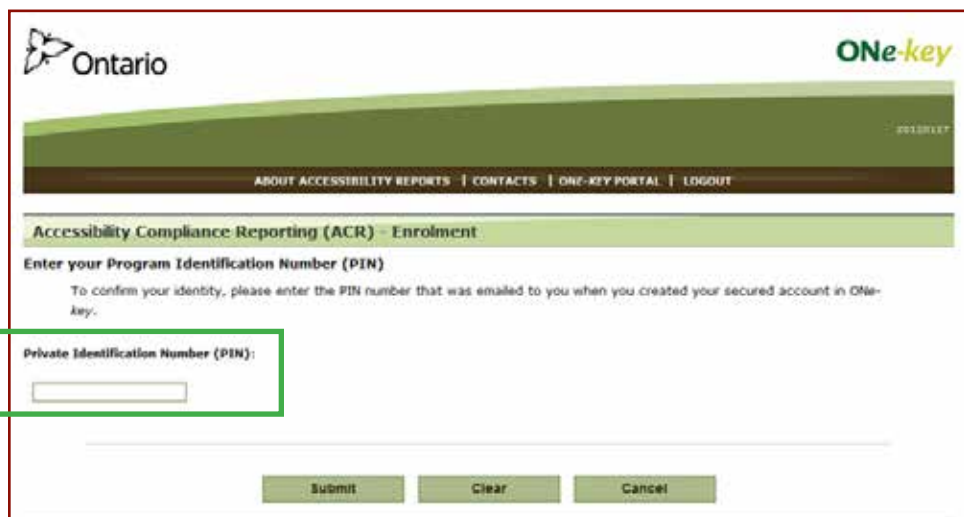
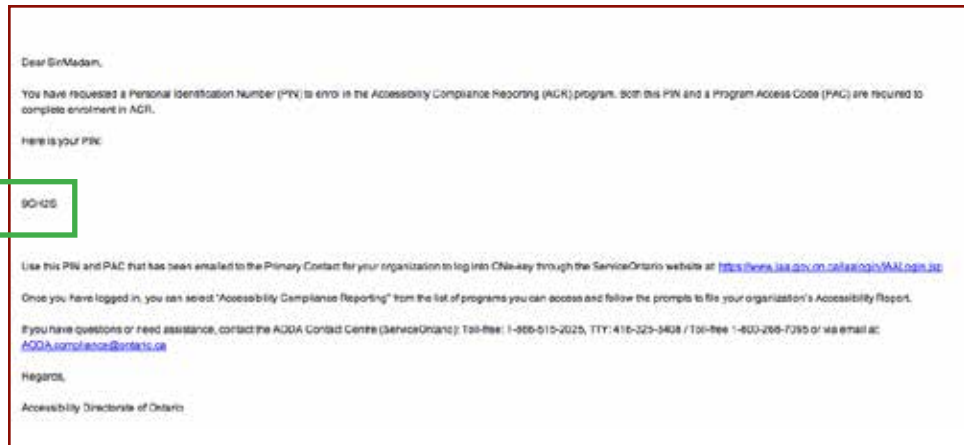
Program Access Code (PAC): \*

\* Required field

Submit Clear Cancel

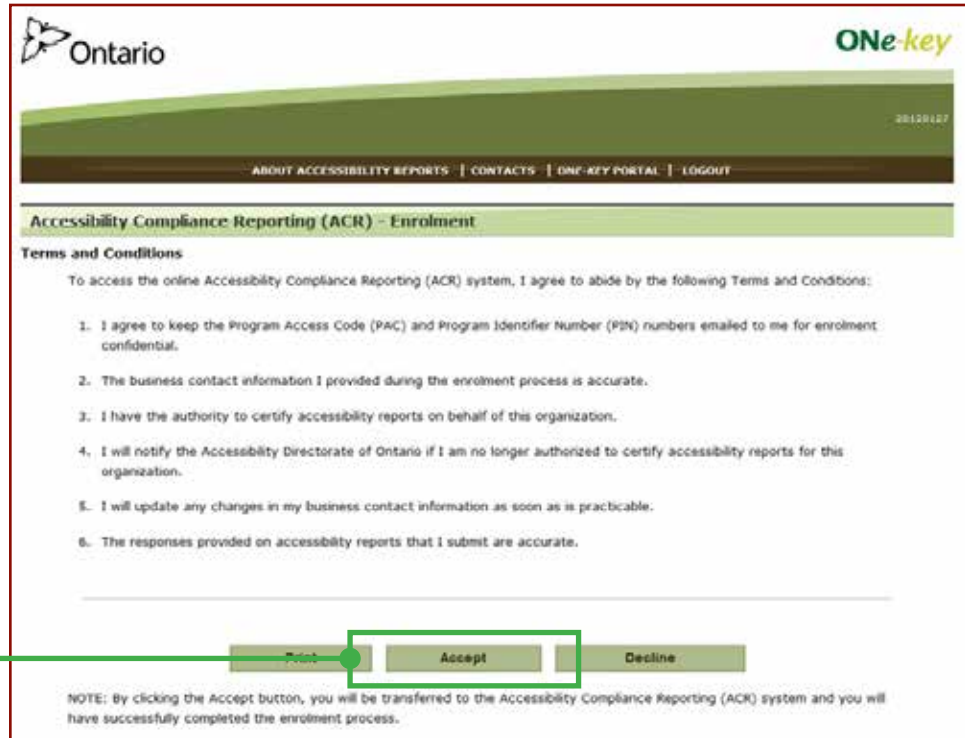
d. 輸入您的「個人識別號碼」(Personal Identification Number)：

- 您亦會透過電郵收到您的「個人識別號碼」，題目為“PIN for ACR/NIP pour RCA”。





e. 接受「條款與條文」。



Ontario One-key

20120127

ABOUT ACCESSIBILITY REPORTS | CONTACTS | ONE-KEY PORTAL | LOGOUT

### Accessibility Compliance Reporting (ACR) - Enrolment

#### Terms and Conditions

To access the online Accessibility Compliance Reporting (ACR) system, I agree to abide by the following Terms and Conditions:

1. I agree to keep the Program Access Code (PAC) and Program Identifier Number (PIN) numbers emailed to me for enrolment confidential.
2. The business contact information I provided during the enrolment process is accurate.
3. I have the authority to certify accessibility reports on behalf of this organization.
4. I will notify the Accessibility Directorate of Ontario if I am no longer authorized to certify accessibility reports for this organization.
5. I will update any changes in my business contact information as soon as is practicable.
6. The responses provided on accessibility reports that I submit are accurate.

NOTE: By clicking the Accept button, you will be transferred to the Accessibility Compliance Reporting (ACR) system and you will have successfully completed the enrolment process.

### 3. 核實及呈交您的報告

如果貴機構已由別人完成了報告，您只需再複查一遍，即可確認資料的真確性。

### 提示：

如螢幕上出現「開始」（“Start”）的字樣，您須填寫報告，然後核實。

如螢幕上出現「修改」（“Edit”）的字樣，您只須再看一遍，便可核實。

- a. 可到螢幕的下方讀取報告。

The screenshot shows the 'Accessibility Compliance Reporting' page for 'Norman's Motel'. The page has a green header with the Ontario logo and navigation links. Below the header, there's a 'ServiceOntario' logo and a 'making it easier' tagline. The main content area is divided into several sections:

- Welcome Norman**: A message indicating the user is logged in as the Certifier for Norman's Motel.
- Organization Information : Norman's Motel**: A section containing organization details and contacts.
- Organization Details**: Includes address (123 Main Street, OSHAWA Ontario L1J3R7, CANADA), email (norman@normanzmotel.com), sector (Private Sector), and status (Active).
- Organization Contacts**: Lists executive contacts, including Mr. Norman Smith (Primary) and Bob Smith (Certifier).
- Accessibility Reports**: A table showing a list of reports with columns for Report Name, Report Period, Certification ID, Date Filed, Filed By, Status, and Action.

The 'Accessibility Reports' table has the following data:

| Report Name  | Report Period | Certification ID | Date Filed | Filed By | Status    | Action |
|--------------|---------------|------------------|------------|----------|-----------|--------|
| 2011-2012-10 | 2012/01/16    |                  |            |          | Requested | Edit   |
|              | 2012/01/31    |                  |            |          |           |        |

A green line points from the 'Edit' button in the 'Accessibility Reports' table to the 'a.' instruction above.

### 提示：

為了資料的保密性，當螢幕靜止十分鐘之後，系統便會自動終止有關程式。所以，如果您打算暫時離開坐位，確保您儲存好已輸入的資料。

- b. 重新審閱問題及所提交的答案是否正確無誤，然後點擊「儲存及繼續」（“Save and Continue”）。

Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities: every person who deals with the public or other third parties on behalf of your organization, and every person who participates in developing your organization's policies, practices and procedures on providing goods or services? [O. Reg. 429/07, s. 6(1)]

☒ YES ☐ NO Manual? Guide?

If you have any comments related to this specific question, please provide them below (max 250 characters):

Does this training include your organization's current policies, practices and procedures required under the Customer Service Standard and all the topics listed in section 6(2) of the standard? [O. Reg. 429/07, s. 6(2) & (4)]

☒ YES ☐ NO Manual? Guide?

If you have any comments related to this specific question, please provide them below (max 250 characters):

Does your organization have a written training policy that includes a summary of the contents of the training (per question 11 above) and details of when the training is to be provided, and does your organization keep records of the dates that training was provided and how many people were trained? [O. Reg. 429/07, s. 6(5) & (6)]

☒ YES ☐ NO Manual? Guide?

If you have any comments related to this specific question, please provide them below (max 250 characters):

Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, that the documents required by the Customer Service Standard are available upon request, and do you provide those documents in a format that takes a person's disability into account? [O. Reg. 429/07, s. 8(1) & (2) & 9(1)]

☒ YES ☐ NO Manual? Guide?

If you have any comments related to this specific question, please provide them below (max 250 characters):

Comments (Optional):

If you have any comments related to your organization's report, please provide them below (max 2000 characters):

Cancel Save Save & Continue

- c. 點擊「核實報告」（“Certify Report”）。

Ontario

HOME | UPDATE ORGANIZATION | UPDATE CONTACTS | RETURN TO ONEKEY

ServiceOntario making it easier

Accessibility Compliance Reporting

Report ID: SCR68604 Report Created: January 16, 2012 Status:

**Accessibility Report Summary**

Your responses to the questions on your accessibility report indicate that your organization is in compliance with AODA standards.

Your organization's accessibility report must still be certified. Under the AODA, accessibility reports must be filed by a person with the authority to bind the organization (a Certifier). To complete the required certification, please select the "Certify Report" button.

**Note:** Only a person logged into ACR as a Certifier for your organization can certify and submit your organization's accessibility report.

Close Summary Certify Report

d. 填妥「核實聲明」(certification statement)：

- 勾選三個空格，填上缺漏的資料。
- 點擊「呈交及核實報告」(“Submit & Certify Report”)。

The screenshot displays the 'Accessibility Compliance Reporting' interface. At the top, a header bar contains the title and the slogan 'making it easier'. Below this, a status bar shows 'Report ID: SCR68604', 'Report Created: January 16, 2012', and 'Status: In Progress'. The main section is titled 'Accessibility Report Certification' and includes a paragraph explaining the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requirements. A note states that providing false or misleading information is an offence. A link 'Update Organization' is provided for incorrect contact information. The 'Accessibility Report Certification Statement' section follows, with a note that all fields are mandatory. A green box highlights the 'I certify that:' section, which contains three checkboxes: 'I have the authority to bind this organization,' 'all the required information has been included in this report, and,' and 'the information in this report is accurate.' Below this, a form for certifier details is shown, with fields for Name, Phone, Organization, Date, Title, Extension, and Email. A green box highlights the 'Submit & Certify Report' button at the bottom right, next to a 'Cancel Certification' button.

**Accessibility Compliance Reporting** making it easier

Report ID: SCR68604 Report Created: January 16, 2012 Status: In Progress

### Accessibility Report Certification

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that organizations file reports on accessibility standards that apply to them. Section 15 of the Act 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.

**Note:** It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

If the contact information below is not accurate, please go to [Update Organization](#).

#### Accessibility Report Certification Statement

All fields are mandatory and must be completed before the report can be submitted.

**I certify that:**

- ☒ I have the authority to bind this organization,
- ☒ all the required information has been included in this report, and,
- ☒ the information in this report is accurate.

**Certifier Name:** Bob Smith **Title:** Manager

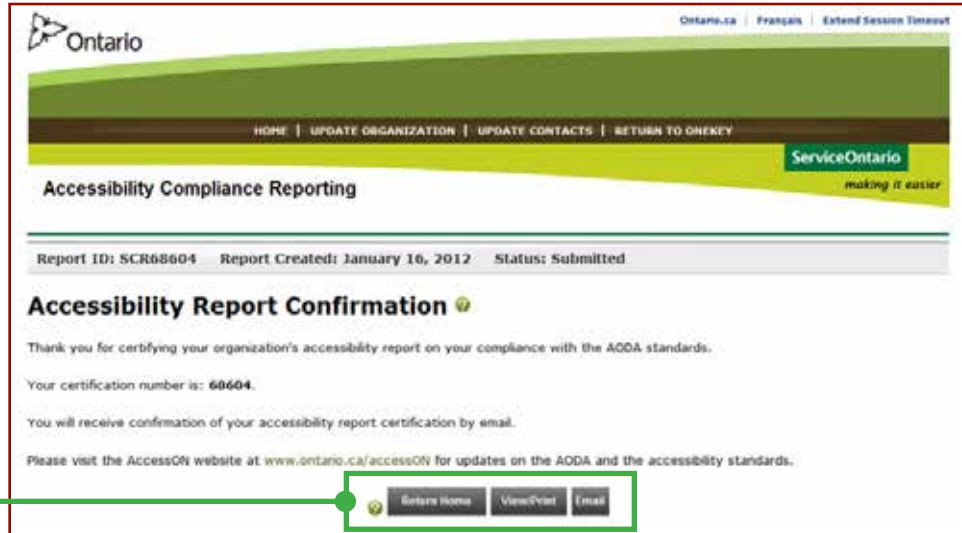
**Phone:** 111-111-1111 **Extension:**

**Organization:** Norman's Motel **Certifier Email:** bob@normanzmotel.c

**Date (yyyy/mm/dd):** 2012/01/16

[Cancel Certification](#) [Submit & Certify Report](#)

e. 現在，您可以審閱、列印及/或電郵一份 PDF 電子文檔給自己備份。



您已填妥、核實並呈交您的「遵守便利條例申報」。

感謝合作！

### 需要協助？

請聯絡 ServiceOntario AODA 聯絡中心（英語及法語）

國際：416-849-8276

免費長途電話：1-866-515-2025

聽力障礙專線：416-325-3408 或免費長途：1-800-268-7095

電郵：[accessibility@ontario.ca](mailto:accessibility@ontario.ca)

