



How to complete your Accessibility Compliance Report

A guide for private & non-profit
organizations



If your organization is part of the private or non-profit sector, you must complete an online report to tell the government if you have met your accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Designated public sector organizations are also required to file an accessibility report, but should reference the **Reporting Guide for Designated Public Sector Organizations**.

To file a report, private and non-profit organizations must use our Accessibility Compliance Reporting tool (ACR) available through through ONE-Source. ONE-Source is a personalized online account that gives you secure access to government programs, services and information for your organization.

Failure to file may result in enforcement action being taken against your organization, which can include inspections, Director's Orders and administrative monetary penalties.

Complete your report

Start here if you will complete the report yourself 3

Certify your report

Start here if someone else has completed the report and you need to certify/submit it . . . 19

Need help?

Contact the ServiceOntario AODA Contact Centre

International: 416-849-8276

Toll free: 1-866-515-2025

TTY: 416-325-3408 or Toll free: 1-800-268-7095

Email: accessibility@ontario.ca

Before you start

You will need:

- A computer with Internet and email access.
- Internet Browser: Internet Explorer 7, Mozilla Firefox 19, or Google Chrome 27 or higher.
- Your business number (also called your BN9).

Tip:

Your business number is like a social insurance number for your business. It's nine digits long and you use it when you pay your business taxes. You'll find it on your federal and provincial business tax returns.

Ontario
Ministry of Finance
33 King St W
PO Box 820
Oshawa ON L1H 8E9

Detach and retain with your full payment.

**Employer Health Tax
Account Payment**

Payments may be made:
• using OnT-TAXS online at ontario.ca/tax
• 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 820, Oshawa ON L1H 8E9
Make your cheque or money order in Canadian funds payable to the Minister of Finance.

Business No.	Reference No.	Balance Due
123456789TE0001	L7538042100	\$1,438.85

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

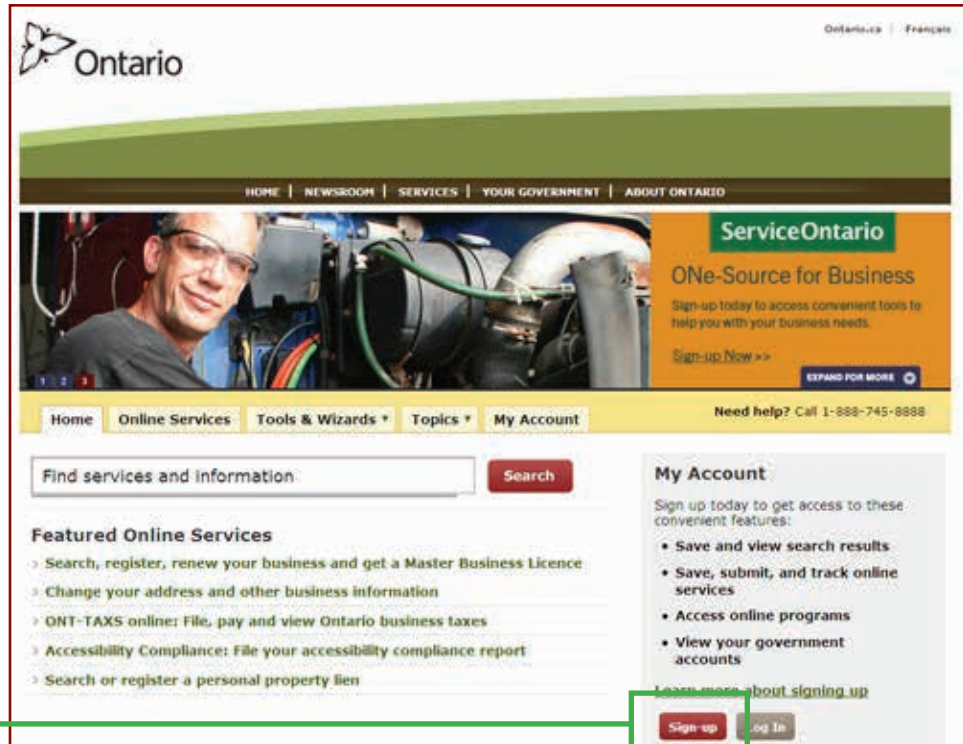
003 EHT 123456789TE0001 20081231 X8182196488 00 00000184385 5

12/27/2008 2391 00068394 96

1. Create a user name and password

a. Visit ontario.ca/ONeSource

b. Click "Sign-up".



c. Fill out the account registration page and click “sign up”

The screenshot shows the 'ONE-key Account Registration' page. At the top, there's a navigation bar with links like 'HOME', 'NEWSROOM', 'SERVICES', 'YOUR GOVERNMENT', and 'ABOUT ONTARIO'. Below this is the 'ONE-Source For Business' header with a search bar and a 'ServiceOntario' logo. The main content area is titled 'ONE-key Account Registration' and includes a sub-header: 'After completing the ONE-key registration you will be returned to ONE-Source for Business.' The registration form consists of several sections: 'Create your ID and Password' with fields for 'Choose your ONE-key ID', 'Password', and 'Confirm your password'; a checkbox for 'I accept the Terms and Conditions of use and I have reviewed the Notice of Collection'; a 'Need assistance?' section with contact information; and a 'Password recovery info' section with a 'Security Question' dropdown and a 'Refresh Questions' button. A list of password requirements is also provided on the right side of the form.

d. Click “Continue”.

The screenshot shows the 'Confirmation' page after successful registration. The header is identical to the previous page. The main content area is titled 'Confirmation' and contains the following text: 'You have successfully registered your ONE-key account. Your ONE-key ID is: **benben321**'. It then explains that ONE-key provides secure access to Ontario Government online services and allows users to manage their account (change ID, password, language preferences, etc.) and enrol for accessing available online services. A note asks users to print the page for records and store it securely, warning not to share the ID or password. A red 'Continue' button is highlighted with a green box. At the bottom, there's a 'Need more assistance?' section with contact information and a 'QUESTIONS? GET HELP' link.

2. Set up your business profile

- a. Select the “New User” tab.

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. Enter your organization's name in the “Profile Name” field.
- c. Enter your email address.
- Make sure you can access this email account, as the system will send you an email as part of the reporting process.
- d. Enter the first few characters of your city/town in the location box.
- Type slowly. The system will suggest several options based on what you type. Pick one.

e. Under business type either:

- Enter the first few characters of the type of work your organization does in the top box then select the best match from the list of suggestions.

OR

- Pick a category from the drop down box.

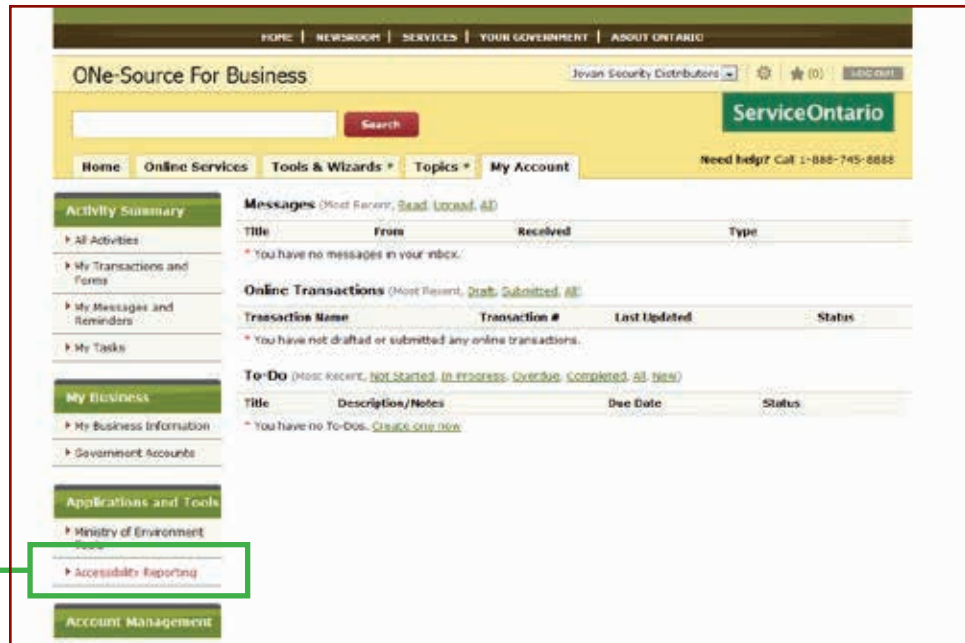
The screenshot shows a web form for creating an account. The form has several input fields: "Email" (test@ontario.ca), "Confirm Email" (test@ontario.ca), "Location" (Brampton (City)), and "What is your activity or business type (industry?)". The last field is a dropdown menu with "Leather and Allied Product Manufacturing" selected. Below the form are two sections: "Notifications" and "Terms and Conditions". The "Notifications" section has two checkboxes: "General information (eg. new programs and available incentives for your industry or sector)" and "Account updates (eg. status updates for submitted transactions)". The "Terms and Conditions" section has a paragraph of text and a "Do you agree with the Terms and Conditions?" question with two radio buttons: "Yes, I agree" (selected) and "No, I disagree". At the bottom right is a "Create My Account" button.

f. Decide if you want to receive email notifications.

g. Review the Terms and Conditions, select "Yes, I agree" and click "Create My Account".

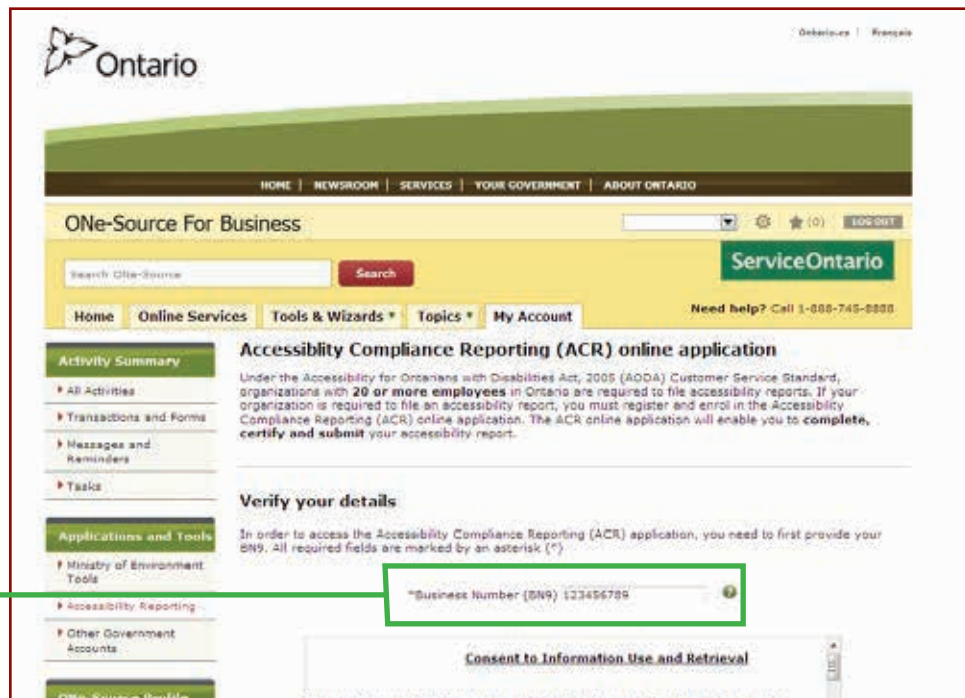
3. Register for Accessibility Compliance Reporting

- a. Select the "Accessibility Reporting" link.



- b. Enter your business number.

- Enter your nine digit business number. You can find it on your federal or provincial tax payment or refund (like your Employer Health Tax).



- c. Read the Consent to Information Use and Retrieval, select “I agree” and click “Continue”.
- d. Set your role:
- Enter your name .
 - If you have the authority to bind your organization, select “Certifier”. This will let you complete the report and submit it all at once.
 - If you do not have the authority to bind your organization, select “Administrator”. After you complete the report you will need to delegate access to someone else in your organization who can submit the report.

Accessibility Compliance Reporting (ACR) online application

Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Customer Service Standard, organizations with **20 or more employees** in Ontario are required to file accessibility reports. If your organization is required to file an accessibility report, you must register and enrol in the Accessibility Compliance Reporting (ACR) online application. The ACR online application will enable you to **complete, certify and submit** your accessibility report.

Show Help

Get access to the ACR

You need to provide the following details before accessing the ACR application. All required fields are marked by an asterisk (*)

Business Number 123456789

* First Name Norman

* Last Name Smith

* Email Address norman@normanzmotel.

* What role will you have in the ACR system? Please select one.

☒ Certifier **Help Tip**

☐ Administrator

The person with authority to certify that the information is accurate. They will also submit the report.

Get Access

Delegate access to your ACR account

You will be able to grant other users access to your ACR account once you have set up your account. [Learn more about delegating.](#)

Tip:

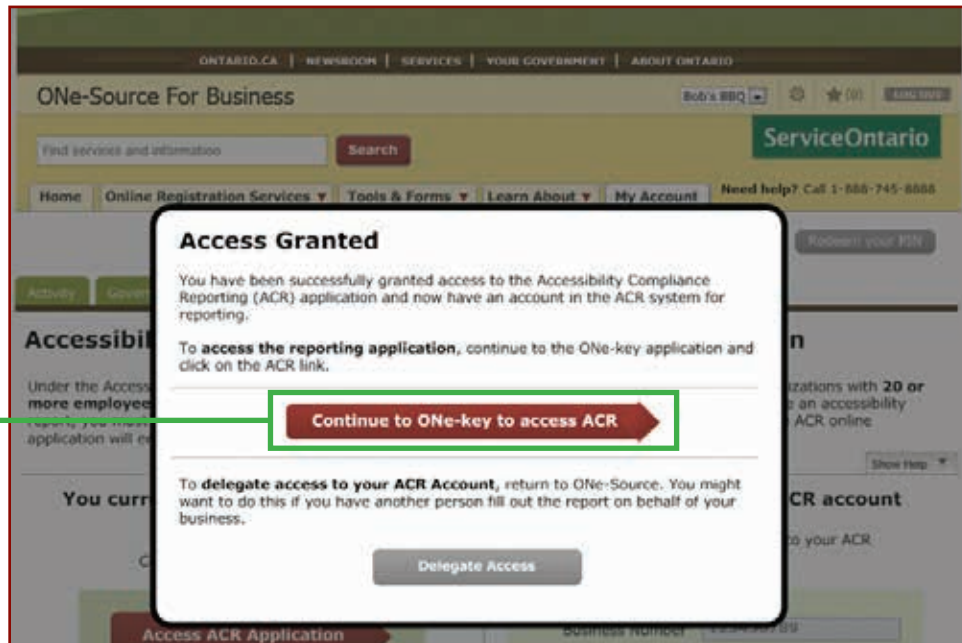
Any staff member or volunteer can complete the Accessibility Compliance Report. However, it must be certified by an individual who can bind the organization. This often means someone with signing authority. If you're not sure, check with your lawyer.

Certifier – someone who can bind the organization

Administrator – someone who cannot bind the organization

A certifier can both complete and submit the report. If an administrator completes the report, a certifier must login to submit it.

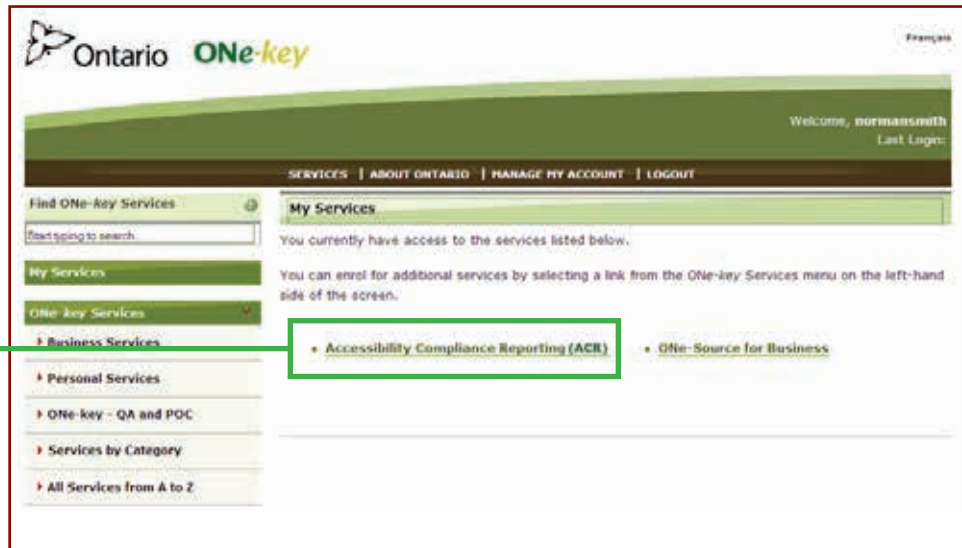
- e. Finish your registration and enter the reporting tool.
- Click “Continue”. If you are an administrator, complete the report first, then delegate access to someone else to submit it. We’ll show you how on page 16.



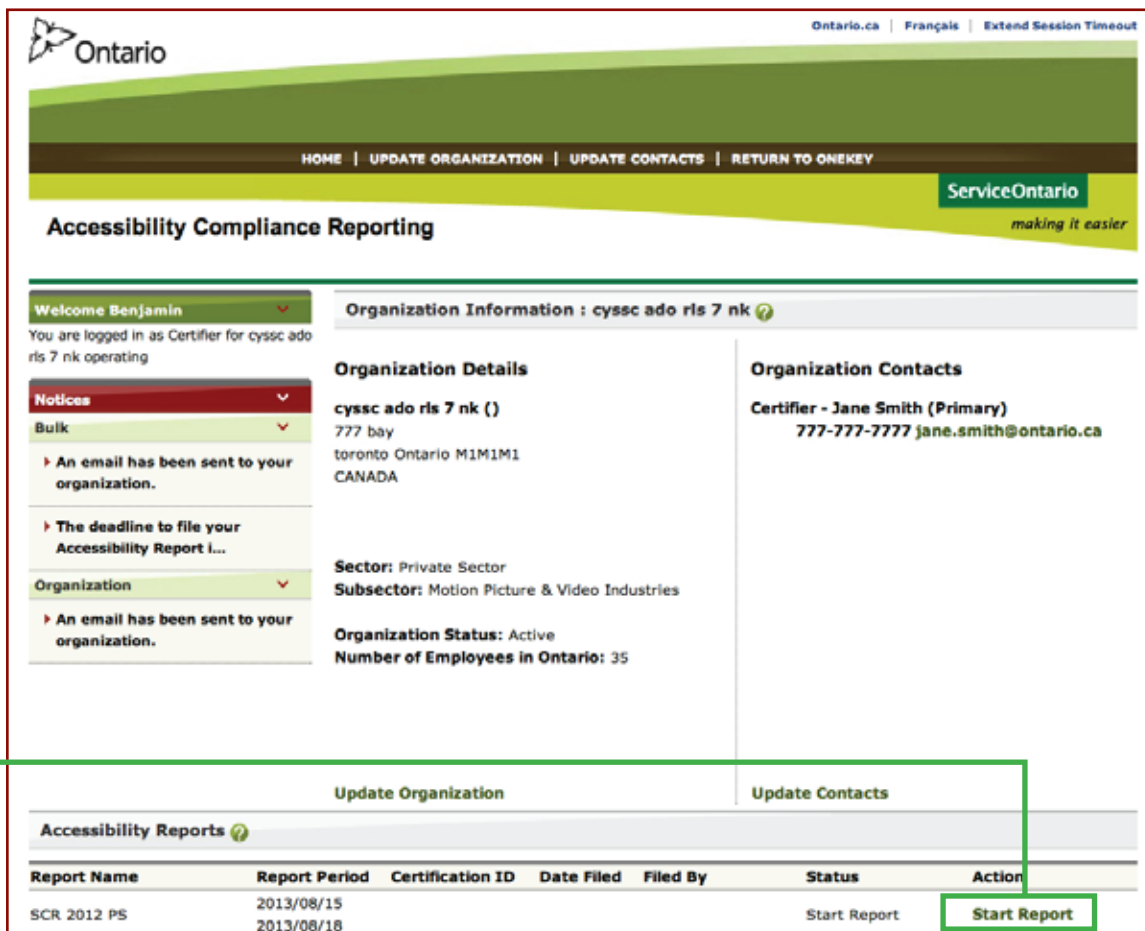
4. Complete your report

You don't have to complete the whole report at once. However, to keep your information secure, the system times out after 10 minutes of inactivity. So if you're going to step away from your desk, make sure to save your work.

- a. Open the Accessibility Compliance Reporting tool.
 - Select “Accessibility Compliance Reporting (ACR)”.



- b. Start your report:
 - Go to the bottom of the screen. Click “Start Report”.



Tip:

You don't have to complete the whole report at once. Just click save. You can come back later and click edit.

- c. Tell us about your organization. You'll be asked to confirm your address and contact information.
- d. You'll then be asked three questions which will lead into your report.
 - "Other third parties" is a broad term covering people other than employees or clients; for example, partner organizations, sales representatives or suppliers.

Ontario | Français | Extend Session Timeout

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. Confirm that you are meeting your accessibility requirements.
- You can select your answer to individual questions and add comments if you wish.
 - Beside each question there is a link to the Government of Ontario's AccessON website which will provide more information on the requirement
 - When you're done, click "Save and Continue" at the bottom of the page.

ADO | CIM | KIT | REPORT | LOGOUT

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making it easier

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](#)

If you are an administrator, go to page 16.

5. Certify and submit your report

If you are an administrator, you can't complete this step.

- a. Click "Certify Report".

The screenshot shows the 'Accessibility Compliance Reporting' page. At the top, there's a navigation bar with 'Ontario' logo, 'Ontario.ca', 'Français', and 'Extend Session Timeout'. Below this is a menu with 'HOME', 'UPDATE ORGANIZATION', 'UPDATE CONTACTS', and 'RETURN TO ONEKEY'. The main heading is 'Accessibility Compliance Reporting' with the 'ServiceOntario' logo and 'making it easier' tagline. The report details are: 'Report ID: SCR68604', 'Report Created: January 16, 2012', and 'Status:'. The section is titled 'Accessibility Report Summary' with a green checkmark icon. The text states: '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.' At the bottom, there are two buttons: 'Cancel Summary' and 'Certify Report'. The 'Certify Report' button is highlighted with a green box.

- b. Complete the Certification Statement:
 - Check the three boxes and fill in any missing information.
 - Click "Submit & Certify Report".

The screenshot shows the 'Accessibility Report Certification' page. At the top, there's a navigation bar with 'Ontario' logo, 'Ontario.ca', 'Français', and 'Extend Session Timeout'. Below this is a menu with 'HOME', 'UPDATE ORGANIZATION', 'UPDATE CONTACTS', and 'RETURN TO ONEKEY'. The main heading is 'Accessibility Compliance Reporting' with the 'ServiceOntario' logo and 'making it easier' tagline. The report details are: 'Report ID: SCR68604', 'Report Created: January 16, 2012', and 'Status: In Progress'. The section is titled 'Accessibility Report Certification' with a green checkmark icon. The text states: '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.' Below this is the 'Accessibility Report Certification Statement' section. It states: 'All fields are mandatory and must be completed before the report can be submitted.' There is a box titled 'I certify that:' containing three checkboxes, all of which are checked: 'I have the authority to bind the organization,', 'all the required information has been included in this report, and,', and 'the information in this report is accurate.' Below this is a form with the following fields: 'Certifier Name:' (Norman Smith), 'Phone:' (111-111-1111), 'Organization:' (Norman's Motel), 'Date (yyyy/mm/dd):' (2012/01/16), 'Title:' (Manager), 'Extension:', and 'Certifier Email:' (norman@normanmo). At the bottom, there are two buttons: 'Cancel Certification' and 'Submit & Certify Report'. The 'Submit & Certify Report' button is highlighted with a green box.

- c. View, print and/or email yourself a pdf of the report.

Ontario.ca | Français | Extend Session Timeout

HOME | UPDATE ORGANIZATION | UPDATE CONTACTS | RETURN TO ONEKEY

ServiceOntario making it easier

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: **686604**.

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

Please visit the AccessON website at 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) & (5)]	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 (7 883)

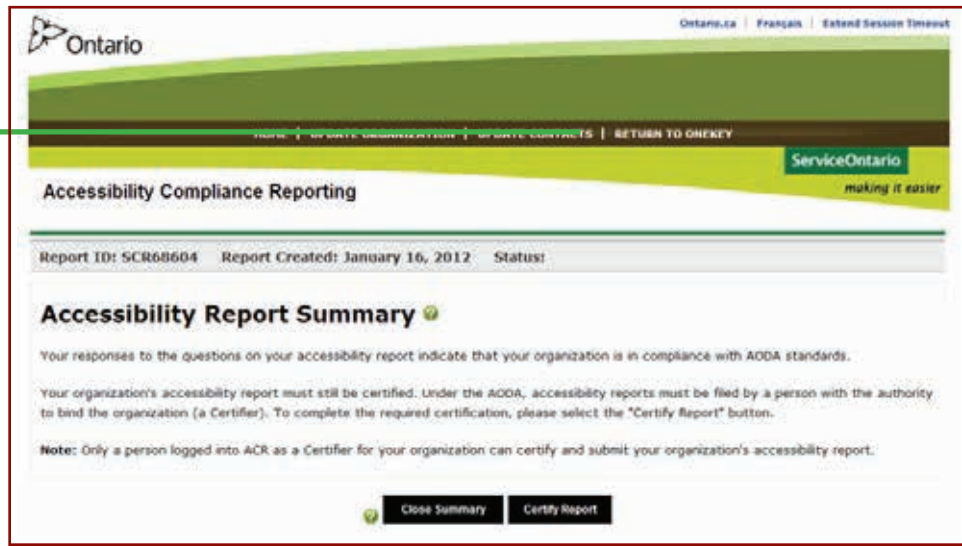
You have now completed, certified and submitted your Accessibility Compliance Report.

Thank you!

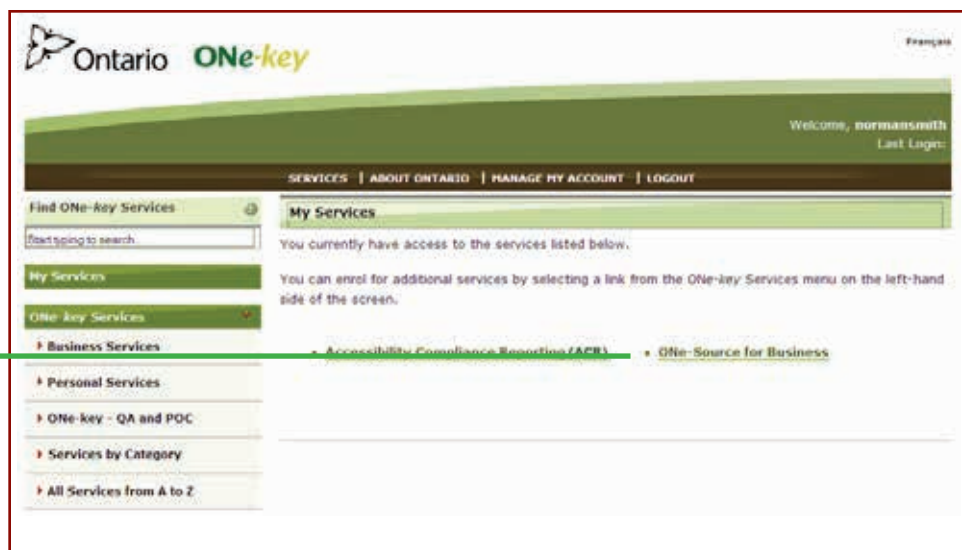
6. Delegating access to a certifier

If you are an administrator you must delegate access to someone with signing authority so they can log in and certify the report.

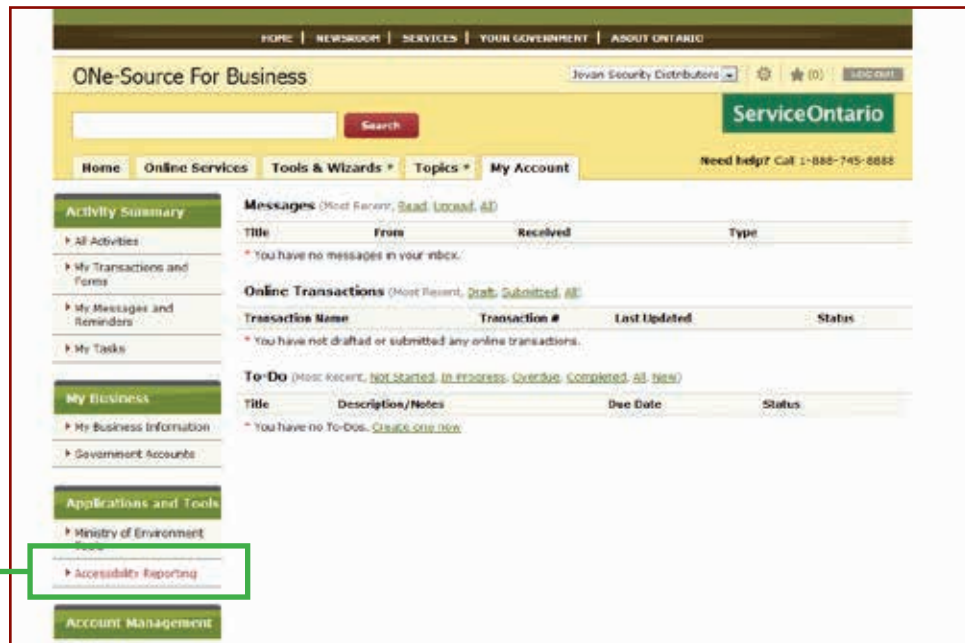
- a. Select "Return to ONE-Key".



- b. Choose "ONE-Source for Business".



- c. Click the “Accessibility Reporting” link.



- d. Enter the name and email of the person who will certify the report and select “Certifier”.
- The system will send them 2 separate emails. They will each contain a link to the login page and codes that will connect them to the account you just set up for your organization.

The screenshot shows the 'Accessibility Compliance Reporting (ACR) online application' form. The form is titled 'Accessibility Compliance Reporting (ACR) online application' and includes a brief introduction. The main content area is divided into two sections: 'You currently have access to the ACR system' and 'Delegate access to your ACR account'. The 'Access ACR Application' button is highlighted. The 'Delegate access to your ACR account' section includes fields for 'Business Number', 'Delegate's First Name', 'Delegate's Last Name', and 'Delegate's Email'. The 'Delegate's First Name' field is highlighted. The 'Delegate's Last Name' field is highlighted. The 'Delegate's Email' field is highlighted. The 'What role will your delegate have in the ACR system? Please select one.' section includes radio buttons for 'Certifier' and 'Administrator'. The 'Certifier' radio button is selected. A 'Help Tip' box is visible next to the 'Certifier' radio button. The 'Please note, you are responsible for your delegates with ACR.' text is also present. The 'Delegate Access' button is at the bottom.

- e. Once you receive confirmation that you have successfully delegated access, logout and ask your certifier to submit the report.
 - Their registration process is a little different, so we've created instructions to help them too. They start on page 19.

Your certifier can now certify and submit your Accessibility Compliance Report.

Thank you!

Need help?

Contact the ServiceOntario AODA Contact Centre

International: 416-849-8276

Toll free: 1-866-515-2025

TTY: 416-325-3408 or Toll free: 1-800-268-7095

Email: accessibility@ontario.ca

Certifying your Accessibility Compliance Report

This section is if someone else in your organization completed the report and you need to log in to certify and submit it.

Before you start

You will need:

- A computer with Internet and email access.
- The Personal Identification Number “PIN” that was emailed to you.
- A Program Access Code “PAC” that was emailed to you.

1. Create an account

- a. Click the link in the “PIN for ACR” email.
- b. Click “Sign up now”.

The screenshot shows the Ontario ONE-key login interface. At the top, there's a header with the Ontario logo and 'ONE-key' text. Below the header is a navigation bar with links for 'HELP', 'ServiceOntario', and 'About Ontario'. A 'Sign in' link is also present. The main content area is divided into two sections. On the left, under the heading 'Sign in with your ONE-key ID', there's a sub-heading 'New to ONE-key?' followed by a paragraph: 'A ONE-key account gives you secure access to Ontario Government programs and services. [Learn more](#)'. Below this, a green box highlights the link 'Don't have a ONE-key ID? [Sign up now!](#)'. On the right, there's a sign-in form with fields for 'ONE-key ID:' and 'Password:', a 'Sign in' button, and a link 'Can't access your account?'. The footer contains links for 'CONTACT US', 'ACCESSIBILITY', 'FOI/ATIA', and 'HELP', along with copyright information and a 'Last Published: Nov 20, 2012' date.

- c. Fill out the account registration page and click on “Sign up”.

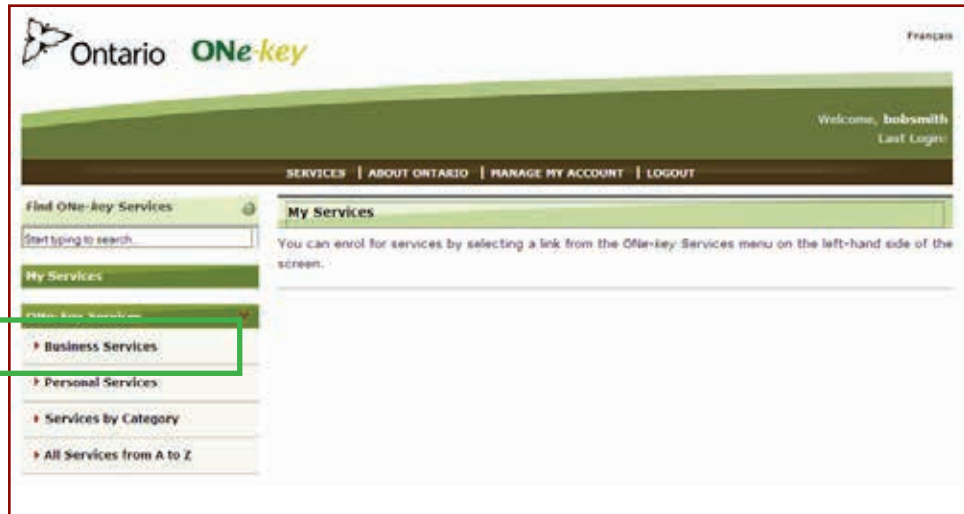
The screenshot shows the 'ONE-key Account Registration' page. At the top, there's a header with the Ontario logo and 'ONE-key' text. Below the header, there are links for 'Help', 'ServiceOntario', and 'About Ontario'. The main section is titled 'ONE-key Account Registration'. It contains a 'Create your ID and Password' section with fields for 'Choose your ONE-key ID' (pre-filled with 'Ontario@2016'), 'Password', and 'Confirm your password'. A password requirements box on the right lists: 8 to 16 characters, upper and lower case characters, numbers, and symbols like !, @, #. Below these fields 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. The 'Password Recovery Info' section follows, with three security questions and their answers. The 'Optional ID Recovery Info' section at the bottom explains how to recover the ID using an email address.

- d. Once you receive confirmation that you successfully registered your ONE-Key account, click “Continue”.

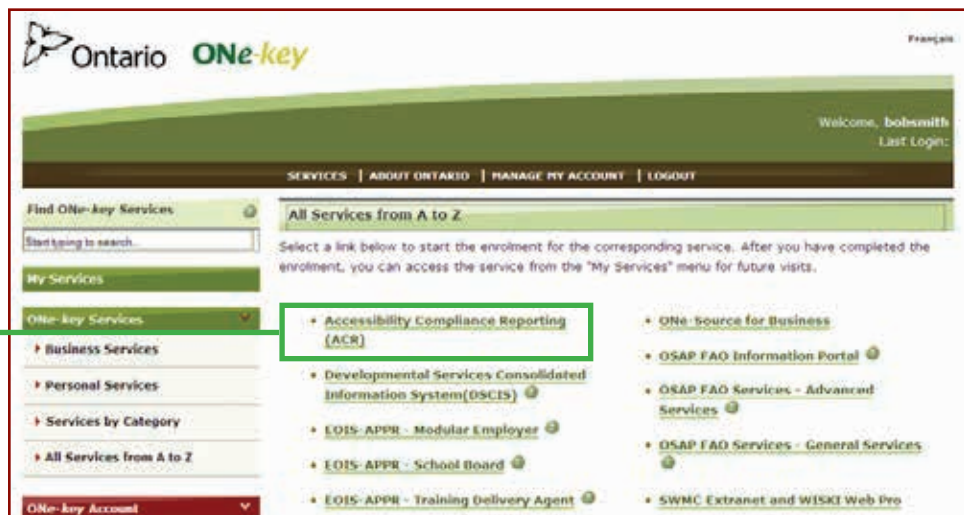
The screenshot shows the 'ONE-key Account Registration' Confirmation page. It features the same header as the previous page. The main section is titled 'Confirmation' and states: 'You have successfully registered your ONE-key account. Your ONE-key ID is: Ontario@2016'. It explains that ONE-key provides secure access to Ontario Government online services and lists actions like changing ID, password, or language preference. A 'Continue' button is prominently displayed. At the bottom, there's a 'Need some assistance?' link and a footer with links for 'SINCE 1966', 'ACCESSIBILITY', 'PRIVACY', and 'HELP', along with copyright information and a 'Last Modified: May 20, 2013' date.

2. Register for Accessibility Compliance Reporting

- a. Select “Business Services” from the left menu.



- b. Select “Accessibility Compliance Reporting (ACR)”



C. Enter your Program Access Code (PAC).

- You don't need to request a PAC. The system sent you your PAC in an email with the subject line "PAC for ACR/CAP pour RCA".
- It's a long code, so you can copy/paste each box separately if you wish.
- This is a security measure to prevent unauthorized individuals from accessing your organization's account.

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 with a red line points to a link labeled "Request PAC and PIN" which is crossed out with a red 'X'. Step 2 is titled "Enrol in the Accessibility Compliance Reporting (ACR) system." and contains a text input field for the "Program Access Code (PAC)". A green box with a green line points to this input field. Below the input field is a "* Required Field" label. At the bottom of the page, there are three buttons: "Submit", "Clear", and "Cancel". A green box with a green line points to the "Submit" button. The page footer indicates it is a "Tested User / Protected Email ID" and shows a zoom level of 115%.

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.

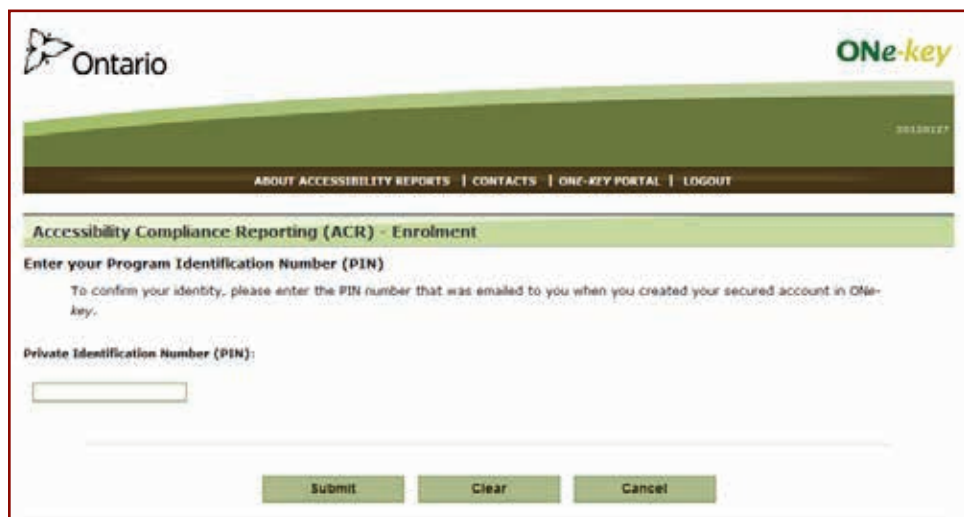
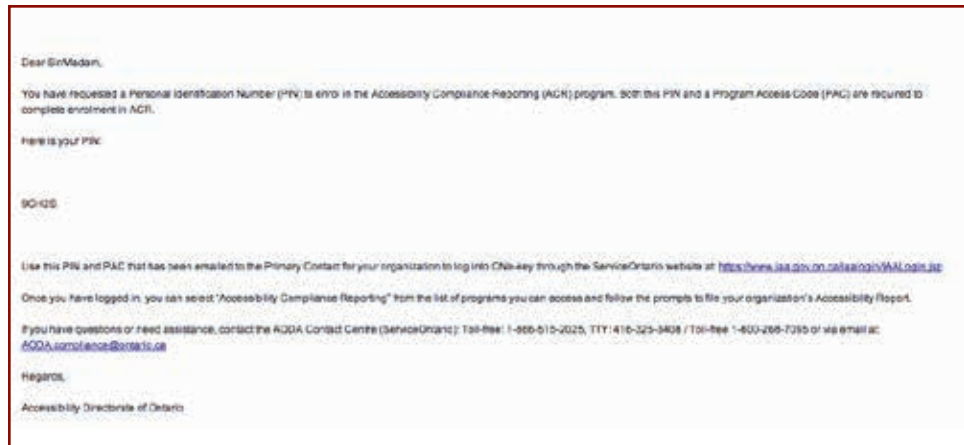
Program Access Code (PAC): *

* Required Field

Submit Clear Cancel

d. Enter your Personal Identification Number:

- You also received your PIN in an email with the subject line “PIN for ACR/NIP pour RCA”.



e. Accept the Terms and Conditions.

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. Certify and submit your report

If someone else in your organization has already completed the report, you simply have to review it and certify that it is correct.

Tip:

If the screen says “Start” you need to complete the report then certify it.

If the screen says “Edit” you need to review the report then certify it.

- a. Access the report at the bottom of the screen.

The screenshot shows the 'Accessibility Compliance Reporting' page for 'Norman's Motel'. The page is divided into several sections:

- Welcome Norman:** A message stating 'You are logged in as Certifier for Norman's Motel'.
- Organization Information : Norman's Motel:** A section containing:
 - Organization Details:** Norman's Motel (123456789), 123 Main Street, OSHAWA Ontario L1J3R7, CANADA, norman@normanzmotel.com.
 - Organization Contacts:** Executive Contact - Mr. Norman Smith (Primary), 111-111-1111 norman@normanzmotel.com; Certifier - Bob Smith, 111-111-1111 bob@normanzmotel.com.
- Notices:** A dropdown menu with options: General, Organization, Region, Sector, Subsector, Type of Business Activity. A message states: 'A new report period has been assigned to your or...'.
- Accessibility Reports:** A table with columns: Report Name, Report Period, Certification ID, Date Filed, Filed By, Status, and Action.

The 'Accessibility Reports' table contains two rows of 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 'Tip' section above.

Tip:

To keep your information secure, the system times out after 10 minutes of inactivity. So if you're going to step away from your desk, make sure to save your work.

- b. Review the questions and if the answers are accurate, click “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](#) [Guides](#)

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](#) [Guides](#)

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](#) [Guides](#) [Manual](#) [Guides](#)

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](#) [Guides](#)

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. Click “Certify Report”.

Ontario

HOME | UPDATE ORGANIZATION | UPDATE CONTACTS | RETURN TO ONEKEY

ServiceOntario
making it easier

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. Complete the certification statement:
- Check the three boxes and fill in any missing information.
 - Click “Submit & Certify Report”.

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:

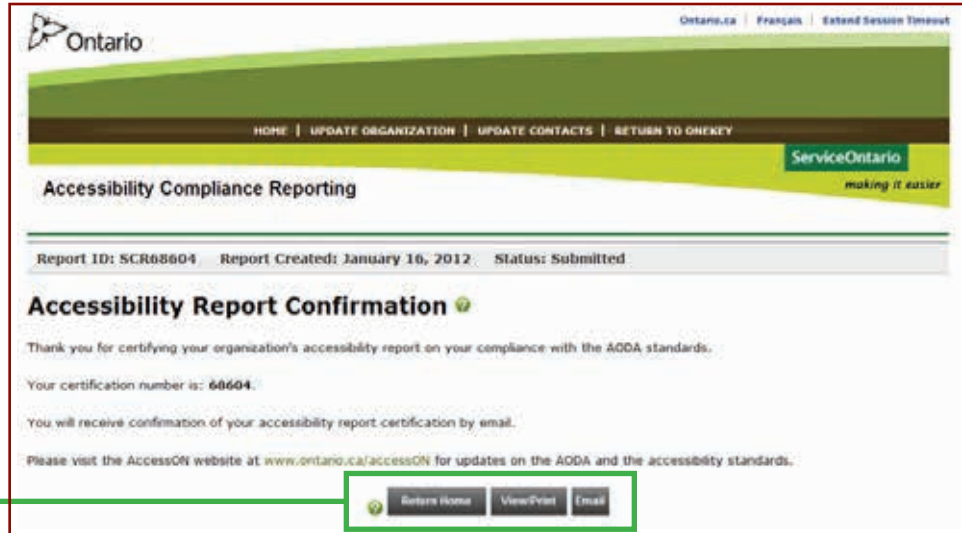
- ☒ I have the authority to bind this organization,
- ☒ all the required information has been included in this report, and,
- ☒ the information in this report is accurate.

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. Now you can view, print and/or email yourself a pdf of the report.



You have now completed, certified and submitted your accessibility compliance report.

Thank you!

Need help?

Contact the ServiceOntario AODA Contact Centre

International: 416-849-8276

Toll free: 1-866-515-2025

TTY: 416-325-3408 or Toll free: 1-800-268-7095

Email: accessibility@ontario.ca