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 ↗)

If you do not have a BN9, please contact 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 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	Bay Haven Care Community	100	100422823	Bay Haven Care Community	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 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	Bay Haven Care Community	499 Hume Street	N/A	Collingwood	ON (Ontario)	L9Y 4H8	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	Bay Haven Care Community	499 Hume Street	N/A	Collingwood	ON (Ontario)	L9Y 4H8	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) 2026-11-03

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
Morgan	Reagan	Manager, Human Resources	705-445-6501	229	rmorgan@bayhaven.com	N/A	N/A	705-445-6506

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
Strandholt	Scott	Administrator	705-445-6501	207	sstrandholt@bayhaven.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#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↗)
- Sample Multi-year Plan Template (https://forms.mgcs.gov.on.ca/dataset/on00091)
- 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)

Bay Haven Care Community has established accessibility policies and a Multi-Year Accessibility Plan (2026–2031), outlining measures to identify, prevent and remove accessibility barriers. The plan includes assigned responsibilities, implementation timelines and ongoing monitoring of accessibility initiatives.

Mandatory accessibility training is provided to employees through Surge Learning, with electronic training records maintained. Accessibility policies and procedures are reviewed and updated as required, with revised documents communicated to employees through Surge Learning.

Bay Haven remains committed to continuous improvement in accessibility and regularly reviews its practices to support compliance with applicable AODA requirements.

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#BK8↗)
- Accessible Educational and Training Resources and Materials Checklist (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/↗)
- The Accessibility Standards Checklist (https://forms.mgcs.gov.on.ca/dataset/on00125↗)

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

Bay Haven Care Community is committed to providing accessible information and communication supports to residents, families, employees and visitors. Accessible formats, including large-print and electronic documents, and verbal assistance are available upon request. Frequently used forms have been reviewed and updated to improve accessibility, with remaining documents being addressed on an ongoing basis.

Recent website improvements have focused on keyboard navigation, alternative text for images, colour contrast, accessible forms and document accessibility. Accessibility considerations are incorporated into ongoing website maintenance and updates.

Bay Haven continues to review its information and communication practices as part of its Multi-Year Accessibility Plan, including opportunities to improve accessible feedback processes and public communications.

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)

Bay Haven Care Community has incorporated accessibility and accommodation considerations throughout its employment practices, including recruitment, hiring, onboarding, performance management and return-to-work processes.

All job postings and employment offer letters have been updated to include information regarding accessibility and the availability of workplace accommodations. Individual accommodation needs are considered throughout employment, and a formal Return-to-Work Procedure has been established following a review of existing practices.

Accessibility considerations are also incorporated into performance management and career development processes. Policies and procedures are reviewed and updated as required to support employees with disabilities and promote an inclusive and accessible workplace.

Transportation Standards

Question 4. Does your organization provide transportation services, either directly or through a third party? ☐ Yes ☑ No

Resources for Question 4

- 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)

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#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)

Constructed pre 01/01/17

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)

Bay Haven Care Community is committed to providing accessible, respectful and inclusive services to residents, families, visitors and members of the public.

Accessibility features throughout the facility include barrier-free entrances, automatic doors, wide corridors, handrails and accessible pathways.

Employees receive mandatory AODA Customer Service training through Surge Learning as part of their onboarding.

Bay Haven has established procedures for communicating temporary disruptions to accessible facilities and services, including posted notices, direct communication and electronic notifications where appropriate. Accommodation requests and accessibility-related feedback are addressed on an

individual basis to ensure services remain accessible and responsive to individual needs.

Accessibility policies and procedures are reviewed periodically, with improvements incorporated into the organization's ongoing accessibility planning.