

Instructions

All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.

Fields marked with an asterisk (*) are mandatory.

A. Organization information

Organization category *	Number of employees range *	Reporting year
Designated Public Sector	50+ employees	2017

Business details

Organization legal name *	Number of employees in Ontario * Help
Corporation of the Town of Ajax	815

Business number (BN9) * [Help](#)



Check if operating/business name is same as legal name

Organization operating/business name

Town of Ajax

Language preference for communications *

English

Sector that best describes your organization's principal business activity *

91 - Public administration

[Help](#)

Subsector (if possible)

Industry group (if possible)

Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

Country * Canada USA International

Type of address * Street address Street address served by route Other

Unit number	Street number *	Street name *
	65	Harwood

Street type	Street direction	City *	Province *
Avenue	S (South/Sud)	Ajax	ON (Ontario)

Postal code *

L1S 2H9

Business address

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

Check if business address is same as mailing address

Country * Canada USA International

Type of address * Street address Street address served by route Other

Unit number	Street number *	Street name *
	65	Harwood

Street type	Street direction	City *	Province *
Avenue	S (South/Sud)	Ajax	ON (Ontario)

Postal code *

L1S 2H9

Use the "Add new organization" button to add additional organizations to which this accessibility report is to be applied (maximum 20).

Note: All organizations must have the same organization category, number of employees range, compliance answers and certifier, and have different business numbers, in order to file under the same form.

Organization category [Designated Public Sector](#)Number of employees range [50+](#)Filing organization legal name [Corporation of the Town of Ajax](#)

Filing organization business number (BN9) [REDACTED]

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a municipality](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [a library board](#)

C. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Make your employment practices accessible

1. Does your organization notify its employees and the public about the availability of accommodations during the recruitment process? *
- Yes No

[Read O. Reg. 191/11 s.22 - 24: Recruitment](#)[Learn more about your requirements for question 1](#)[See: LIS-OP-005 Integrated Accessibility Standards Operating Procedure](#)Comments for question 1 [visit: www.ajax.ca/en/insidetownhall/current-opportunities.asp](http://www.ajax.ca/en/insidetownhall/current-opportunities.asp) a [Notice is also posted on each position description.](#)

2. Does your organization provide employees with updated information about its policies to support employees with disabilities? *
- Yes No

[Read O. Reg. 191/11 s.25: Informing employees of supports](#)[Learn more about your requirements for question 2](#)Comments for question 2 [Information is included in corporate accessibility training content](#)[See: LIS-OP-005 Integrated Accessibility Standards Operating Procedure](#)

3. When requested, does your organization provide employees with disabilities information in an accessible format or with communication supports? *
- Yes No

[Read O. Reg. 191/11 s.26: Accessible formats and communication supports for employees](#) [Learn more about your requirements for question 3](#)[Notice posted on www.ajax.ca and public-facing communications materials](#)Comments for question 3 [See: LIS-OP-005 & LIS-WI-019 Accessible Formats Work Instruction](#)

4. Does your organization prepare individualized workplace emergency response information for employees with disabilities? * Yes No

[Read O. Reg. 191/11 s.27: Workplace emergency response information](#) [Learn more about your requirements for question 4](#)

Comments for question 4 [See: LIS-OP-005 Integrated Accessibility Standards Operating Procedure; LIS-044 Employee Workplace Emergency Evacuation Assistance Request Form; LIS-048 Employee Workplace Emergency Response Plan](#)

Make new or redeveloped public spaces accessible

5. Since January 1, 2016, has your organization constructed new or redeveloped existing recreational trails that you intend to maintain? * Yes No
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV.1: Design of Public Spaces Standards - Definitions](#) [Learn more about your requirements for question 5](#)

- 5.a. Did your organization consult with the public and persons with disabilities prior to constructing new or redeveloping existing recreational trails as outlined in the s.80(8) of the Integrated Accessibility Standards Regulation (IASR)? * Yes No

[Read O. Reg. 191/11 s.80\(8\): Consultation, recreational trails](#) [Learn more about your requirements for question 5.a](#)

Comments for question 5.a [Depending on the scope of the project, communications and consultation are tailored and can include a combination of Public Information Centres/Open Houses, online feedback, direct-mail, public signage on-site encouraging comment, review with the AAC etc.](#)

- 5.b. Does your organization ensure that its new or redeveloped recreational trails meet the technical requirements as outlined s.80(9) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(9\): Technical requirements for trails](#) [Learn more about your requirements for question 5.b](#)

Comments for question 5.b

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6. Since January 1, 2016, has your organization constructed new or redeveloped existing beach access routes that you intend to maintain? * Yes No
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV.1: Design of Public Spaces Standards - Definitions](#) [Learn more about your requirements for question 6](#)

- 6.a. Does your organization ensure that its new or redeveloped beach access routes meet the technical requirements as outlined in IASR s.80(10)? * Yes No

[Read O. Reg. 191/11 s.80\(10\): Technical requirements for beach access routes](#) [Learn more about your requirements for question 6.a](#)

Comments for question 6.a

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7. Do your new or redeveloped recreational trail and/or beach access routes include boardwalks? * Yes No
(if Yes, you will be required to answer additional questions)

- 7.a. Where new or redeveloped recreational trails and/or beach access routes have a boardwalk, does the boardwalk meet the technical requirements as outlined in s.80(12) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(12\): Boardwalks](#) [Learn more about your requirements for question 7.a](#)

Comments for question 7.a

8. Do your new or redeveloped recreational trails and/or beach access routes include ramps? * Yes No
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 s.80\(13\): Ramps](#)

[Learn more about your requirements for question 8](#)

8.a. Where new or redeveloped recreational trails and/or beach access routes have a ramp, does the ramp meet the technical requirements as outlined in s.80(13) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(13\): Ramps](#)

[Learn more about your requirements for question 8.a](#)

Comments for question 8.a

9. Since January 1, 2016, has your organization constructed new or redeveloped existing outdoor public use eating areas that you intend to maintain? * Yes No
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 s.80\(17\): Outdoor public use eating areas, general requirements](#)

[Learn more about your requirements for question 9](#)

9.a. Does your organization ensure that where they construct or redevelop outdoor public use eating areas that they meet the requirements as outlined in s.80(17) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(17\): Outdoor public use eating areas, general requirements](#) [Learn more about your requirements for question 9.a](#)

Comments for question 9.a

10. Since January 1, 2016, has your organization constructed new or redeveloped existing outdoor play spaces that you intend to maintain? * Yes No
(if Yes, you will be required to answer additional questions)

10.a. When constructing new or redeveloping existing outdoor play spaces, did your organization consult with the public and persons with disabilities on the needs of children and caregivers, and if you represent a municipality did your organization consult with the accessibility advisory committee where one was established as outlined in s.80(19) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(19\): Outdoor play spaces, consultation requirements](#)

[Learn more about your requirements for question 10.a](#)

Comments for question 10.a

[Depending on the scope of the project, communications and consultation are tailored and can include a combination of Public Information Centres/Open Houses, online feedback, direct-mail, public signage on-site encouraging comment, review with the AAC etc.](#)

10.b. Did your organization incorporate accessibility features when constructing a new or redeveloping an existing play space as outlined in s.80(20a) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(20a\): Outdoor play spaces, accessibility in design](#)

[Learn more about your requirements for question 10.b](#)

Comments for question 10.b

10.c. Does your organization's new or redeveloped play spaces have a firm ground surface as outlined in s.80(20b) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(20b\): Outdoor play spaces, accessibility in design](#)

[Learn more about your requirements for question 10.c](#)

Comments for question 10.c

[play spaces incorporate asphalt, concrete and engineered wood fibre](#)

11. Since January 1, 2016, has your organization constructed new or redeveloped existing exterior paths of travel that you intend to maintain? * Yes No
(if Yes, you will be required to answer additional questions)

11.a. Where applicable, do your newly constructed or redeveloped exterior paths of travel meet the technical and general requirements as outlined in s.80(21) – 80(31) of the IASR? * Yes No

[Read O. Reg. 191/11 s. 80\(21\) - 80\(31\): Exterior Paths of Travel](#)

[Learn more about your requirements for question 11.a](#)

Comments for question 11.a

12. Since January 1, 2016, has your organization constructed new or redeveloped existing off-street parking facilities that you intend to maintain? * Yes No
(if Yes, you will be required to answer additional questions)

12.a. When constructing new or redeveloping off-street parking facilities that you intend to maintain, do you ensure that the off-street parking facilities meet the accessibility requirements as outlined in s.80(32) – 80(37) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(32\) - 80\(37\): Accessible Parking](#)

[Learn more about your requirements for question 12.a](#)

Comments for question 12.a

13. Since January 1, 2016, has your organization constructed a new or replaced an existing service counter? * Yes No
(if Yes, you will be required to answer additional questions)

13.a. Does your organization ensure that new or redeveloped service counters meet the technical requirements as outlined in s.80(41) of the IASR? * Yes No

[Read O. Reg. 191/11 s. 80\(41\): Service counters](#)

[Learn more about your requirements for question 13.a](#)

Comments for question 13.a [Our Human Resources Department underwent renovation that included lower counter height and appropriate clearance for mobility device users per the standard requirements.](#)

14. Since January 1, 2016, has your organization constructed new fixed queuing guides? * Yes No
(if Yes, you will be required to answer additional questions)

14.a. Does your organization ensure that new fixed queuing guides for obtaining services meet the technical requirements as outlined in s.80(42) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(42\): Fixed queuing guides](#)

[Learn more about your requirements for question 14.a](#)

Comments for question 14.a

15. Since January 1, 2016, has your organization constructed new or redeveloped existing waiting areas? * Yes No
(if Yes, you will be required to answer additional questions)

15.a. Does your organization ensure that new or developed fixed seating waiting areas meet the technical requirements as outlined in s.80(43) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(43\): Waiting areas](#)

[Learn more about your requirements for question 15.a](#)

Comments for question 15.a

16. Does your organization's public spaces have accessible elements in place as required under the Design of Public Spaces Standard of the IASR? * Yes No
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV. 1: Design of public spaces standards](#)

[Learn more about your requirements for question 16](#)

16.a. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order as outlined in s.80(44) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(44\): Maintenance of accessible elements](#)

[Learn more about your requirements for question 16.a](#)

Comments for question 16.a [The 2018-2022 Accessible Ajax Accessibility Plan is now available online at www.ajax.ca/accessibleajax \(starting page 24 is the section on Maintenance and Service Disruption\)](#)

Provide accessible transportation services

17. Does your organization provide conventional transportation services? * Yes No
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV - Transportation Standards: Definitions](#)

[Learn more about your requirements for question 17](#)

- 17.a. Does your organization have electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles, and do these announcements satisfy the requirements set out in section 51. O. Reg. 191/11? * Yes No

[Read O. Reg. 191/11 s.51\(2\): Pre-boarding announcements](#)

[Learn more about your requirements for question 17.a](#)

Comments for question 17.a

- 17.b. Does your organization ensure that all destination points or available route stops are announced through electronic means and legibly and visually displayed through electronic means? * Yes No

[Read O. Reg. 191/11 s.52\(2\) - 52\(3\): On-board announcements](#)

[Learn more about your requirements for question 17.b](#)

Comments for question 17.b

18. Does your organization provide specialized transportation services? * Yes No
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV - Transportation Standards: Definitions](#)

[Learn more about your requirements for question 18](#)

- 18.a. Does your organization follow the eligibility requirements as outlined in section 63 of the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 s.63: Categories of eligibility](#)

[Learn more about your requirements for question 18.a](#)

Comments for question 18.a

19. In the jurisdiction where you provide specialized transportation services, does another organization provide conventional transportation services? * Yes No
(if Yes, you will be required to answer additional questions)

- 19.a. Does your organization ensure that it does not charge more than the highest fare charged for conventional transportation services within the same jurisdiction? * Yes No

[Read O. Reg. 191/11 s.66: Fare parity](#)

[Learn more about your requirements for question 19.a](#)

Comments for question 19.a

- 19.b. Does your organization ensure that it has, at minimum, the same hours and days of service as any one of the conventional transportation service providers within the same jurisdiction? * Yes No

[Read O. Reg. 191/11 s.70: Hours of service](#)

[Learn more about your requirements for question 19.b](#)

Comments for question 19.b

20. Other than the requirements cited in the above questions, is your organization complying with all other requirements in effect under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11: Integrated Accessibility Standards](#)

[Learn more about your requirements for question 20](#)

Comments for question 20

Organization category **Designated Public Sector** | Number of employees range **50+**

 Filing organization legal name **Corporation of the Town of Ajax**

 Filing organization business number (BN9) XXXXXXXXXX

Fields marked with an asterisk (*) are mandatory.

D. Accessibility compliance report summary

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

Your organization may be audited to verify compliance.

E. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* 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 Accessibility Directorate 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 I have the authority to bind all organizations specified in Section A of this form, *

I certify that all the required information has been included in this report, and, *

I certify that the information in this report is accurate. *

 Certification date (yyyy-mm-dd) * **2017-10-26**

Certifier information

Last name *		First name *	
Cooper		Nicole	
Position title *	Business phone number *	Extension	<input type="checkbox"/> Check here if TTY
Director	905 619-2529	3336	
Email *		Alternate phone number	Fax number
nicole.cooper@ajax.ca			905 683-1061

Primary contact for the organization(s)

Check if the primary contact is same as the certifier

Last name *		First name *	
Moore		Sarah	
Position title *	Business phone number *	Extension	<input type="checkbox"/> Check here if TTY
Administrator	905 619-2529	3347	
Email *		Alternate phone number	Fax number
sarah.moore@ajax.ca			905 683-1061