

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 City of Guelph	2270	

Business number (BN9) *	Help	<input type="checkbox"/> Check this box if you have received an AODA identifier from the Accessibility Directorate of Ontario
122778459		

☒ Check if operating/business name is same as legal name

Organization operating/business name	Language preference for communications *
Corporation of the City of Guelph	English

Sector that best describes your organization's principal business activity *	Help
91 - Public administration	

Subsector (if possible)	Industry group (if possible)
913 - Local, municipal and regional public administration	9139 - Other local, municipal and regional public administration

Mailing address

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

Country *	<input checked="" type="radio"/> Canada	<input type="radio"/> USA	<input type="radio"/> International
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Type of address *	<input checked="" type="radio"/> Street address	<input type="radio"/> Street address served by route	<input type="radio"/> Other
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Unit number	Street number *	Street name *
	1	Carden Street

Street type	Street direction	City *	Province *
		Guelph	ON (Ontario)

Postal code *
N1H 3A1

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 *	<input checked="" type="radio"/> Canada	<input type="radio"/> USA	<input type="radio"/> International
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Type of address *	<input checked="" type="radio"/> Street address	<input type="radio"/> Street address served by route	<input type="radio"/> Other
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Unit number	Street number *	Street name *
	1	Carden Street

Street type	Street direction	City *	Province *
		Guelph	ON (Ontario)

Postal code *
N1H 3A1

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.

[Add new organization](#)
[Remove last organization](#)
[Save form](#)
[Print form](#)
[Clear business details](#)
[Next](#)

Organization category	Designated Public Sector	Number of employees range	50+
Filing organization legal name	Corporation of the City of Guelph		
Filing organization business number (BN9)	122778459		

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](#)

Comments for
question 1

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

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](#)

Comments for
question 3

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

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

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

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

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

- 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

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

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

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

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 multiyear accessibility plan will be updated for 2018. Processes are in place to ensure that maintenance is undertaken as preventative work orders are generated. Disruption signs are posted as per the AODA Customer Service



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 [maintenance is undertaken as preventative work orders are generated. Disruption signs are posted as per the AODA Customer Service.](#)



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

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 multi-year accessibility plan will be updated for 2018 to 2022. Processes are in place to ensure that maintenance is undertaken as preventative work orders are generated. Disruption signs are posted for both planned and emergency maintenance.
