

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.

Organization information

Table 1: Organization category, number of employee range and reporting year

Organization Category (required)	Number of employee range (required)	Reporting year (required)
Designated Public Sector	50+ employees	2025 DPS

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
- organizations with zero (0) employees are not required to submit an Accessibility Compliance Report and should submit an Organization Profile Update instead.

How to find my CRA business number?

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 - 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)

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	Ontario Pension Board	255	892422874	Ontario Pension Board	52 - Finance and Insurance	526 - Funds and Other Financial Vehicles	5261 - Pension Funds

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	Ontario Pension Board	2200 - 200 King Street Street W (West)		Toronto	ON (Ontario)	M5H 3X6	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	Ontario Pension Board	2200 - 200 King Street Street W (West)		Toronto	ON (Ontario)	M5H 3X6	Canada

Understanding accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at [ontario.ca/accessibility](https://www.ontario.ca/page/accessibility) (<https://www.ontario.ca/page/accessibility-in-ontario>)

Additional accessibility requirements apply if you are:

- a library board (<https://www.ontario.ca/page/how-make-information-accessible#section-7>)
- a producer of education material (e.g. textbooks) (<https://www.ontario.ca/page/how-make-information-accessible#section-6>)
- an education institution (e.g. school board, college, university or school) (<https://www.ontario.ca/page/how-make-information-accessible#section-6>)
- a municipality (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations>)

Is your organization a municipality? (required) ☐ Yes ☒ No (If answer is no, please go to Certification statement section)

Is your municipality submitting this report on behalf of any local boards (e.g., Library Board, Police Board)? (required) ☐ Yes ☒ No (If answer is no, please go to Certification statement section)

If you are a municipality submitting this report, and submitting on behalf of local boards, please indicate which boards below.

Board information

Please note you can provide up to 20 boards.

Table 5: Board information (maximum up to 20)

Item Number	Board Name (required)	Board Type (required) (e.g. Police Board, Library Board, Other (Please specify))	Date added (required) (yyyy-mm-dd)
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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) 2025-11-25

Certifier information

Table 6: 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
Amin	Selina	Manager, Compliance	416-601-4206		selina.amin@opb.ca	416-364-8558		

Primary contact for the organization(s)

☒ Check if the primary contact is same as the certifier

Table 7: 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
Amin	Selina	Manager, Compliance	416-601-4206		selina.amin@opb.ca	416-364-8558		

Compliance questions

General Section

Is your organization in compliance with all applicable requirements of the General Section? ☒ Yes ☐ No

Resources for Question

- Read Ontario Regulation 191/11, Part I: General ([https://www.ontario.ca/laws/regulation/110191#BK0 ↗](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 ↗](https://www.ontario.ca/page/accessibility-rules-public-sector-organizations))
- Accessibility Policy Sample ([https://forms.mgcs.gov.on.ca/dataset/on00090 ↗](https://forms.mgcs.gov.on.ca/dataset/on00090))
- Designated Public Sector and Multi-Year Accessibility Plans ([https://forms.mgcs.gov.on.ca/dataset/on00120 ↗](https://forms.mgcs.gov.on.ca/dataset/on00120))
- Accessibility Training Requirements Checklist ([https://forms.mgcs.gov.on.ca/dataset/on00092 ↗](https://forms.mgcs.gov.on.ca/dataset/on00092))
- The Accessibility Standards Checklist ([https://forms.mgcs.gov.on.ca/dataset/on00125 ↗](https://forms.mgcs.gov.on.ca/dataset/on00125))

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

OPB is in compliance with all applicable requirements of the General Section. OPB maintains a Corporate Accessibility Policy which includes our statement of commitment to accessibility. Our corporate policy is supported by operating policies and procedures relating to various areas of our business e.g. Corporate Procurement Policy. OPB developed a Multi-Year Accessibility Plan to identify and address barriers to service, information, communication, facilities, and employment for people with disabilities. OPB updates its Multi-Year Accessibility Plan every three years and all of OPB's past Multi-Year Accessibility Plans and annual status reports are available on opb.ca website.

Information and Communications Standards

Is your organization in compliance with all applicable requirements of the Information and Communications Standards? ☒ Yes ☐ No

Resources for Question

- 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)

The IASR outlines a number of expectations for accessibility. One of these expectations concerns accessibility to information and communication produced by OPB. This includes accessible print information, accessible website information, accessible communication methods, and ensuring employees are appropriately trained and supported. OPB is committed to making its information and communications accessible to everyone. Information is made available in alternate formats, and accessible communication supports (e.g., Bell Relay service) are provided upon request. We continued to prepare alternate formats when they are requested in a timely manner and consult with the person making the request to determine the suitability of an alternate format or communication support. OPB has engaged an Alternate Format Service Provider to provide alternate formats upon request. OPB is able to receive and provide information in a variety of formats including large print, e-text, audio, DAISY and braille.

Employment Standards

Is your organization in compliance with all applicable requirements of the Employment Standards? ☒ Yes ☐ No

Resources for Question

- 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)

OPB upholds fair and accessible employment practices by offering accommodations during recruitment, with clear notices and interview invitations, informing new employees of accessibility policies and available accommodations upon hire, consulting with individuals to provide suitable formats or communication supports, creating individualized accommodation plans for employees with disabilities, ensuring all employees are aware of OPB's Accessibility and Accommodation Policies, and Emergency Procedures, providing personalized emergency response plans and keeping them updated, supplying alternate formats of workplace information upon request, training staff on IASR and Human Rights Code requirements and partnering with an ergonomic vendor to support approved ergonomic needs. These practices are regularly reviewed to ensure compliance with IASR and support an accessible employment life cycle, including performance management, career development, advancement and redeployment.

Transportation Standards

- Does your organization provide transportation services, either directly or through a third party? ☐ Yes ☒ No

Resources for Question

- 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)

OPB does not provide transportation services.

Design of Public Spaces Standards

Is your organization in compliance with all applicable requirements of the Design of Public Spaces Standards? ☒ Yes ☐ No

Resources for Question

- 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)

The standards only apply to new construction and renovated existing public spaces. While OPB has no current plans to move or redevelop its office accommodations, any minor alterations are always done with a view to incorporating accessibility standards. Should OPB require new office spaces, or significantly modify its office layout, accessibility will be a key consideration.

Customer Service Standards

Is your organization in compliance with all applicable requirements of the Customer Service Standards? ☒ Yes ☐ No

Resources for Question

- 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)

OPB is fully committed to the Customer Service Standards as outlined in the IASR, ensuring that accessible public services are delivered to individuals with disabilities. OPB is dedicated to establishing and maintaining robust policies and procedures to support this essential requirement. As a result, OPB clients (members as well as the public and other stakeholders) of all abilities receive seamless, dignified, and equitable access to barrier-free services from well-equipped front-line OPB employees.