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	North Shore Health Network Réseau Santé Rive Nord	275	861954998	North Shore Health Network Réseau Santé Rive Nord	62 - Health Care and Social Assistance	622 - Hospitals	6221 - General Medical and Surgical Hospitals

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	North Shore Health Network Réseau Santé Rive Nord	525 Causley Street		BLIND RIVER	ON (Ontario)	P0R 1B0	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	North Shore Health Network Réseau Santé Rive Nord	PO BOX 970		BLIND RIVER	ON (Ontario)	P0R 1B0	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-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)

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) _____2025-12-17_____

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
Kubatlija	Melanie	Vice President	705-356-2265	2744	mkubatlija@nshn.care			

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
Kubatlija	Melanie	Vice President	705-356-2265	2744	mkubatlija@nshn.care			

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 ↗)
- 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 ↗)
- Designated Public Sector and Multi-Year Accessibility Plans (https://forms.mgcs.gov.on.ca/dataset/on00120 ↗)
- 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)
The organization has established policies and procedures and an accessibility plan. The plan was reviewed as recently as November 2025 with the organizations IDEAA (Inclusion, Diversity, Equity, Accessibility, Anti-Racism) Committee. All NSHN staff and volunteers are now up to date on training requirements as a result of a focused effort in 2025. New staff are assigned the appropriate training as part of their Orientation program to ensure compliance on a continuous basis.

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 NSHN website has been recently redesigned and includes a new accessibility widget. The Accessibility page includes mechanisms for patients and visitors to report barriers to access. NSHN has committed to make information available in accessible formats or with appropriate communication supports as soon as practical, upon request. NSHN continues to work with our internal Document Management Committee and Patient and Family Advisory Committee to review public documents.

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)
NSHN advises all applicants that accommodations are available upon request. Work was completed in 2025 to enhance the employee emergency response information templates. This now includes a worksheet and process for employees to access supports in the event of an emergency. The organization's Evacuation policy (Code Green) was also updated to include this information. Human Resources maintains a process to document individual accommodation plans for employees. The return to work process considers accommodations and accessibility changes / requirements - this would include any conversations related to 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)

Design of Public Spaces Standards

Ministry for Seniors and Accessibility   **Designated Public Sector Accessibility Compliance Report**

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)
This is limited at NSHN. There have been no newly constructed or redeveloped areas in the last year.

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)
Policies and procedures in place. Extensive education campaign completed in 2025 to ensure all NSHN employees completed. NSHN has a well established concerns, complaints and compliments program, and has recently added the position of Patient Relations Officer to assist with patient and family feedback. Upon request, NSHN will make every effort to provide documents in alternate formats or provide communication support with the assistance of the Patient Relations Officer.