

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	Pembroke Regional Hospital Inc.	900	107832164	Pembroke Regional Hospital Inc.	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	Pembroke Regional Hospital Inc.	705 Mackay Street		Pembroke	ON (Ontario)	K8A 1G8	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	Pembroke Regional Hospital Inc.	705 Mackay Street		Pembroke	ON (Ontario)	K8A 1G8	Canada

Understanding accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at [ontario.ca/accessibility](https://www.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)
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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) 2025-12-03

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
Mersmann	Sabine	Chief Executive Officer	613-732-2811	6156	sabine.mersmann@prh.ca			

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
Mersmann	Sabine	Chief Executive Officer	613-732-2811	6156	sabine.mersmann@prh.ca			

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)

Pembroke Regional Hospital Inc. completed an AODA desk audit which was submitted at the beginning of this year on January 27, 2025. We received confirmation on February 19, 2025 that we were fully compliant with all of our accessibility requirements and have maintained all current requirements throughout the year. Our Accessibility Planning Committee has representation from a variety of departments across the hospital and includes patient and family advisors. Members of the public as well as our employees are encouraged to submit ideas for improvements to hospital accessibility through telephone or our accessibility email that is posted on the hospital website or through our accessibility feedback form. These ideas are brought forward for consideration by the committee to add to our multi-year accessibility plan. This plan is reviewed at each committee meeting to report on progress and to ensure the work moves forward.

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)

We accommodate requests for alternate format for our accessibility plan through provision of paper format, digital format, larger font etc. All requests are received through our Public Affairs and Communications Office or Our Administration Office and are quickly addressed. Our website is reviewed annually by our Public Affairs and Communications Office in collaboration with our hospital website vendor to determine compliance and action new requirements as part of our multi-year accessibility plan. Public notices and general information for our patients and visitors are shared in several ways including digital display, hospital webpage, sandwich boards at entrances to the building, the patient welcome guide, social media. Details for compliance with the information and communication standards were submitted as part of the desk audit for the AODA on January 27, 2025.

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)
We have an accessibility policy and a return to work and accommodation policy (occupational and non-occupational) related to recruitment and retention for our employees. Each job posting includes instructions for requesting accommodation during the recruitment process. All information was provided as part of our AODA desk audit in January, 2025 to demonstrate compliance with these requirements.

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

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)

In the AODA desk audit submitted January 27, 2025 information was submitted along with photos of outdoor public use eating areas for our public cafeteria deck and our inpatient rehabilitation deck meeting accessibility requirements. There has not been any new construction of sidewalks or walkways in 2025. The last sidewalks were installed in 2005 and there are 15 steel benches strategically placed at entrances and along sidewalks for resting purposes. We schedule accessibility walks with patient family advisors and members of the accessibility committee 2-3 times per year to review different spaces within the organization to identify new improvements for accessibility and these are added to our multi-year accessibility plan for implementation.

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)

We have all employees, physicians and volunteers complete annual learning for the Human Rights Code, AODA requirements and Customer service standards related to accessibility. We offer information in a variety of accessible formats if requested at no charge. We have recently updated our policy for Service Animals (Animals at Pembroke Regional Hospital) and involved multiple stakeholders including representatives from Human Resources, Occupational Health and Safety, Mental Health Services of Renfrew County and our Rehabilitation department.