Access ON donne accès

Accessibility Standard for Customer Service

How to complete your Accessibility Compliance Report

Private & non-profit organizations with 20 or more employees

Ontario

On January 1, 2012 the Accessibility Standard for Customer Service came into effect for all private and non-profit businesses and organizations in Ontario with one or more employee.

If your organization has 20 or more employees, you must complete an online report telling the government that you meet the standard.

Visit ontario.ca/AccessON to learn more.

Reporting deadline: December 31, 2012.

Complete your report
Start here if you will complete the report yourself 3

Certify your report
Start here if someone else has completed the report and you need to certify/submit it . . . 19

Need help?

Contact the ServiceOntario AODA Contact Centre

Toll free: 1-866-515-2025

TTY: 416-325-3408 or Toll free: 1-800-268-7095

Email: accessibility@ontario.ca.

Before you start

The online report will take about 20 minutes to complete.

You will need:

- A computer with Internet and email access
- Your business number (also called your BN9)

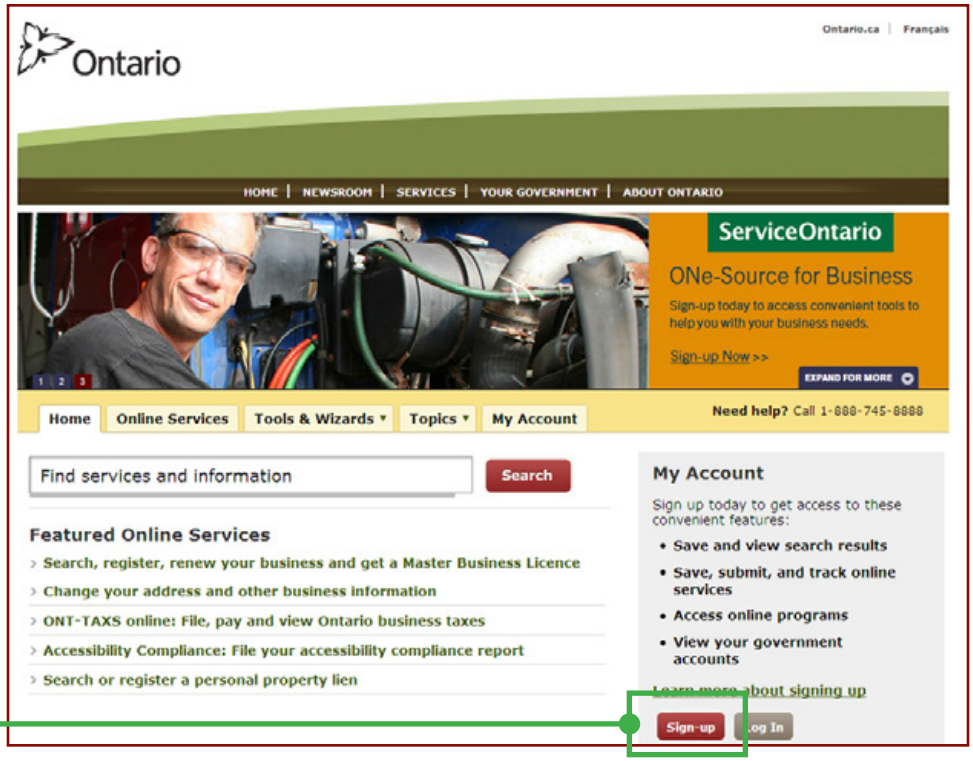
Tip:

Your business number is like a social insurance number for your business. It's nine digits long and you use it when you pay your business taxes. You'll find it on your federal and provincial business tax returns.

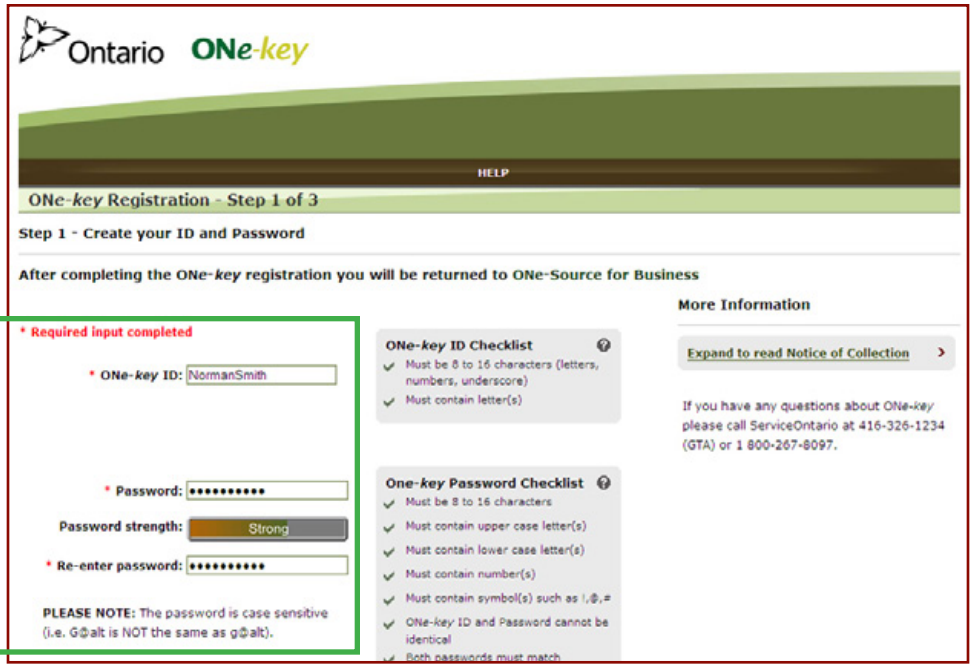
1. Create a user name and password

a. Visit ontario.ca/ONeSource.

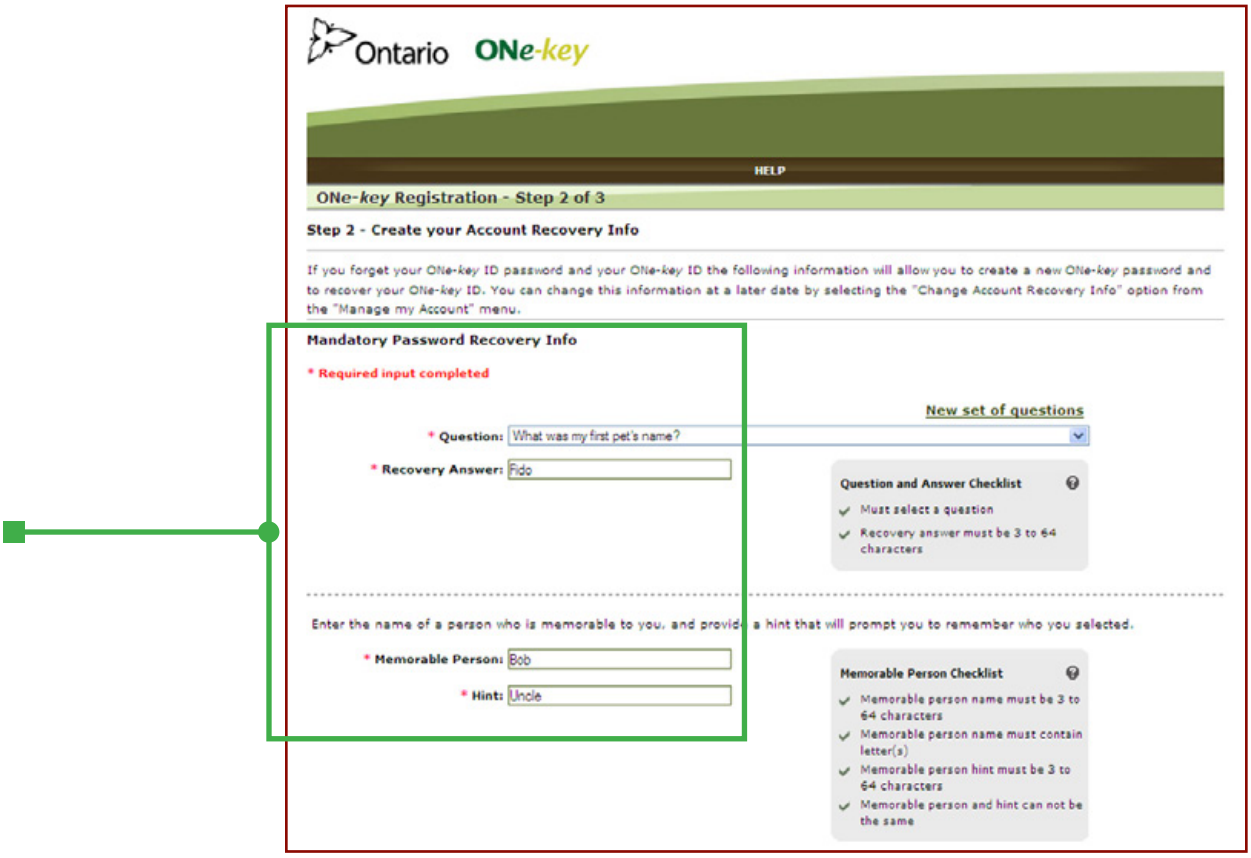
b. Click "Sign-up".



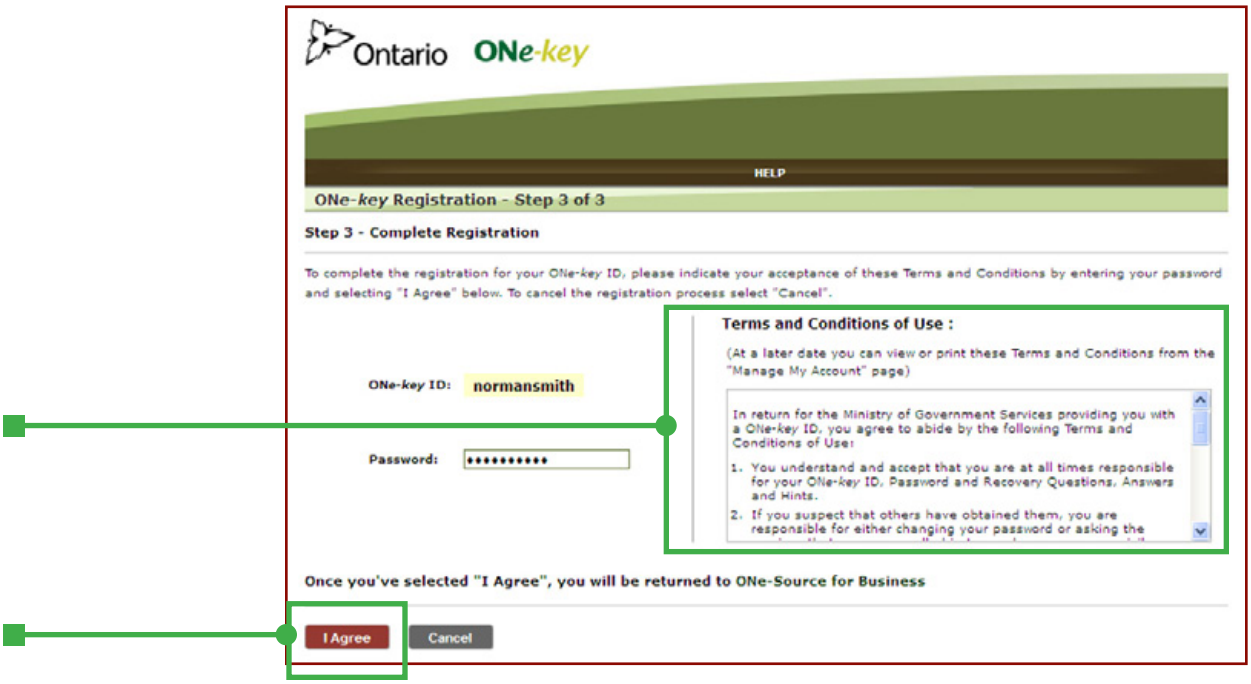
c. Choose a user name and password.



d. Answer a few questions in case you forget your password.



e. Read the terms and conditions, enter your password and click "I Agree"



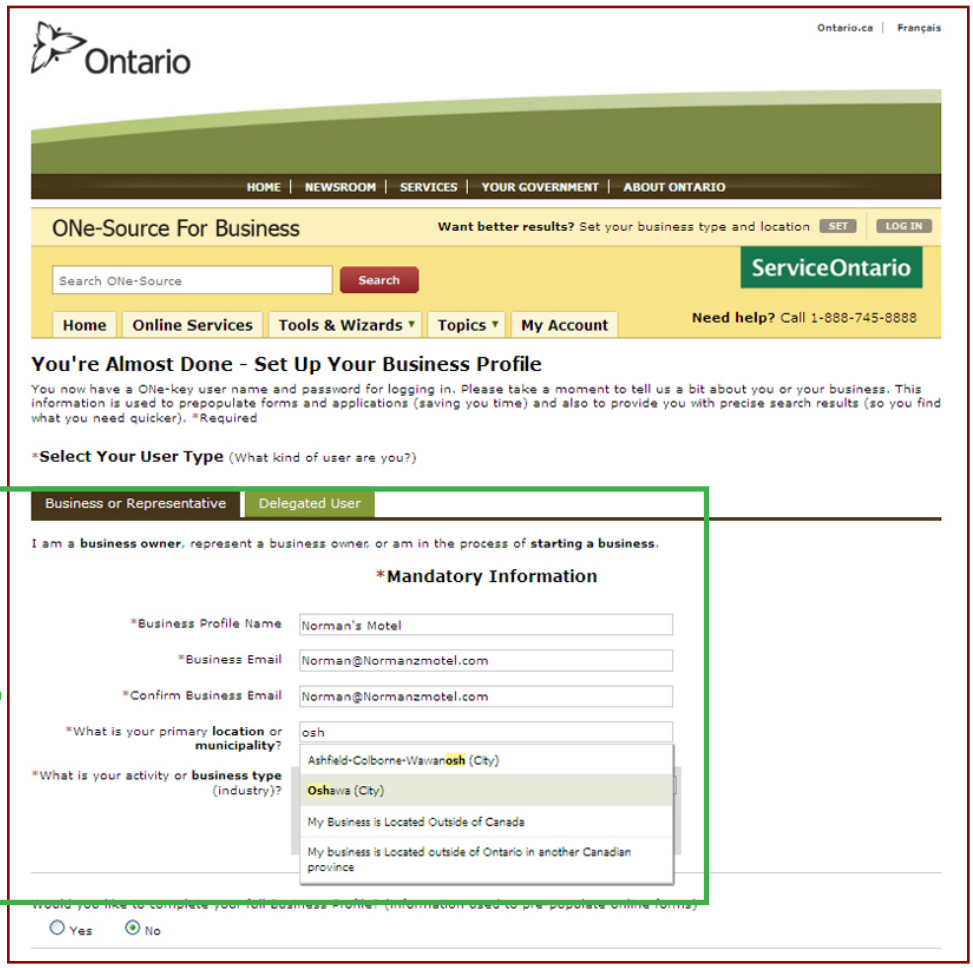
2. Set up your business profile

a. Select the "Business or Representative" tab

b. Enter your organization's name in the "Business Profile Name" field

c. Enter your email address

- Make sure you can access this email account, as the system will send you an email as part of the reporting process.



d. Enter the first few characters of your city/town in the location box

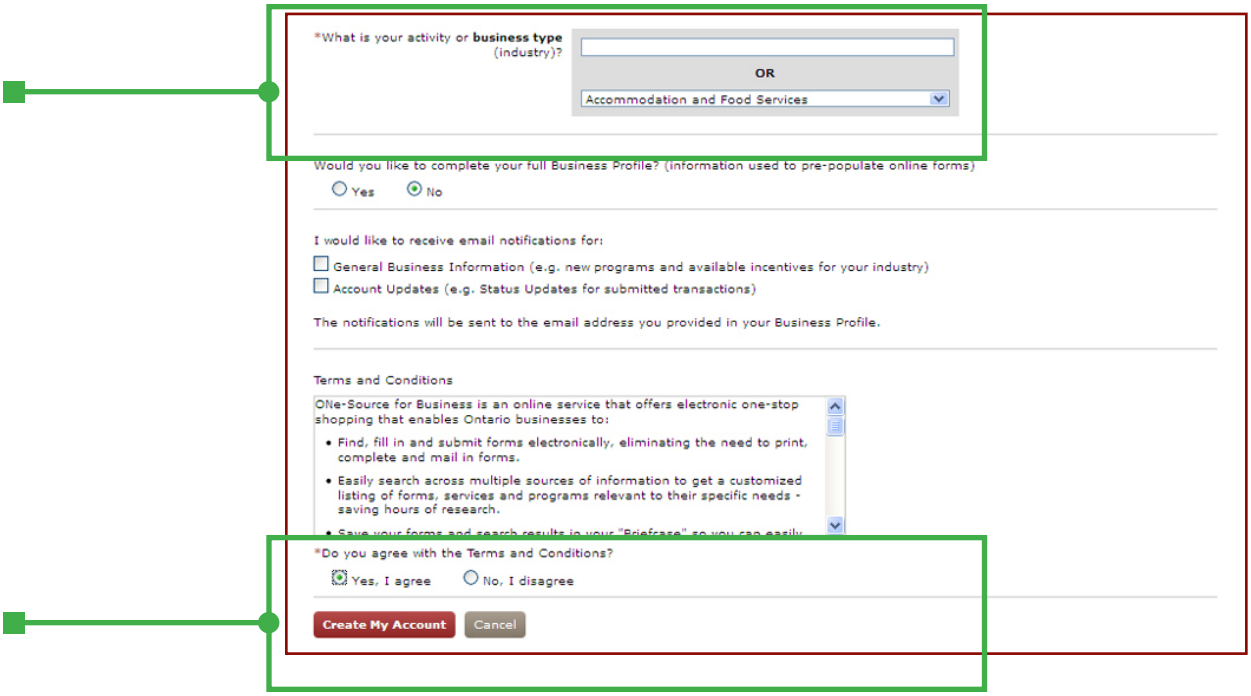
- Type slowly. The system will suggest several options based on what you type. Pick one.

e. Under business type either:

- Enter the first few characters of the type of work your organization does in the top box then select the best match from the list of suggestions

OR

- Pick a category from the drop down box



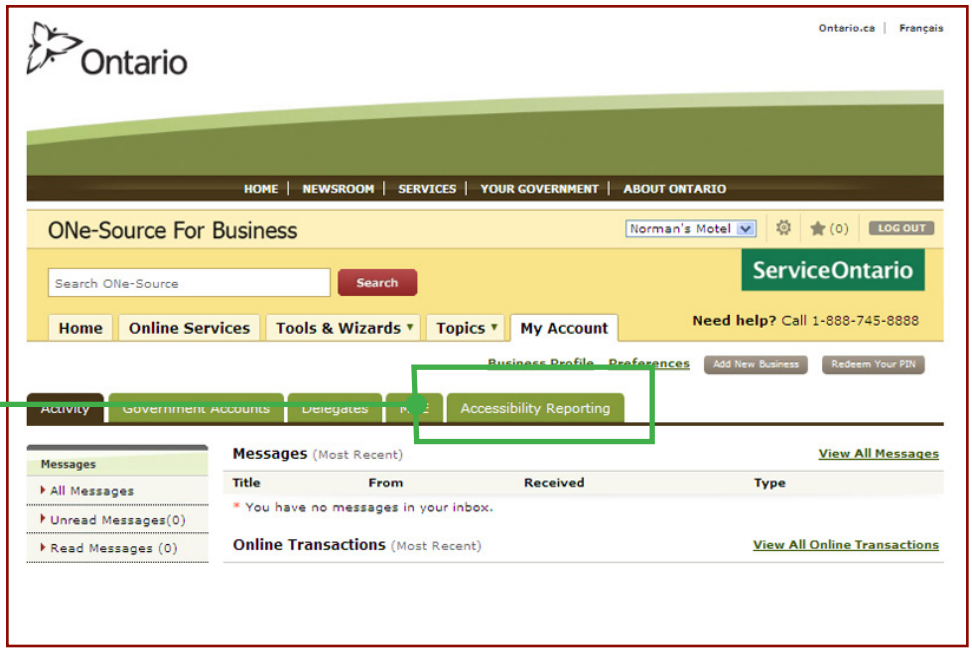
f. You don't have to complete your full Business Profile to file your accessibility report

g. Decide if you want to receive email notifications

h. Review the terms and conditions, select "Yes, I agree" and click "Create My Account"

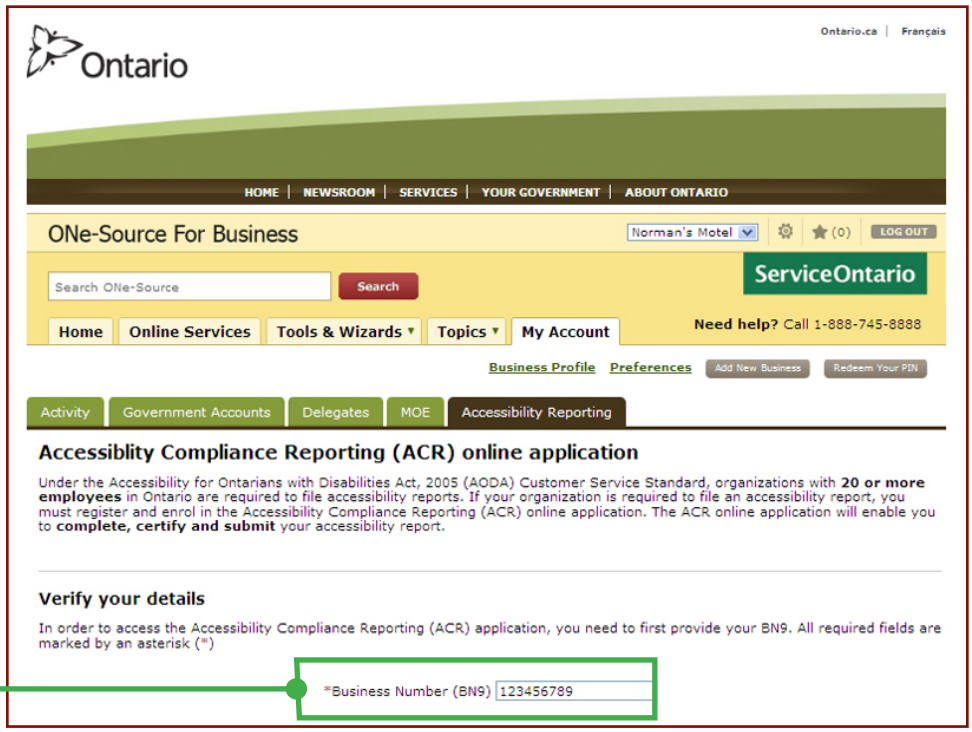
3. Register for Accessibility Compliance Reporting

a. Select the "Accessibility Reporting" tab



b. Enter your business number

- Enter your nine digit business number. You can find it on your federal or provincial tax payment or refund (like your Employer Health Tax).



c. Read the Consent to Information Use and Retrieval, select "I agree" and click "Continue"

d. Set your role
   - Enter your name
   - If you have the authority to bind your organization, select "certifier". This will let you complete the report and submit it all at once.
   - If you do not have the authority to bind your organization, select "administrator". After you complete the report you will need to delegate access to someone else in your organization who can submit the report.

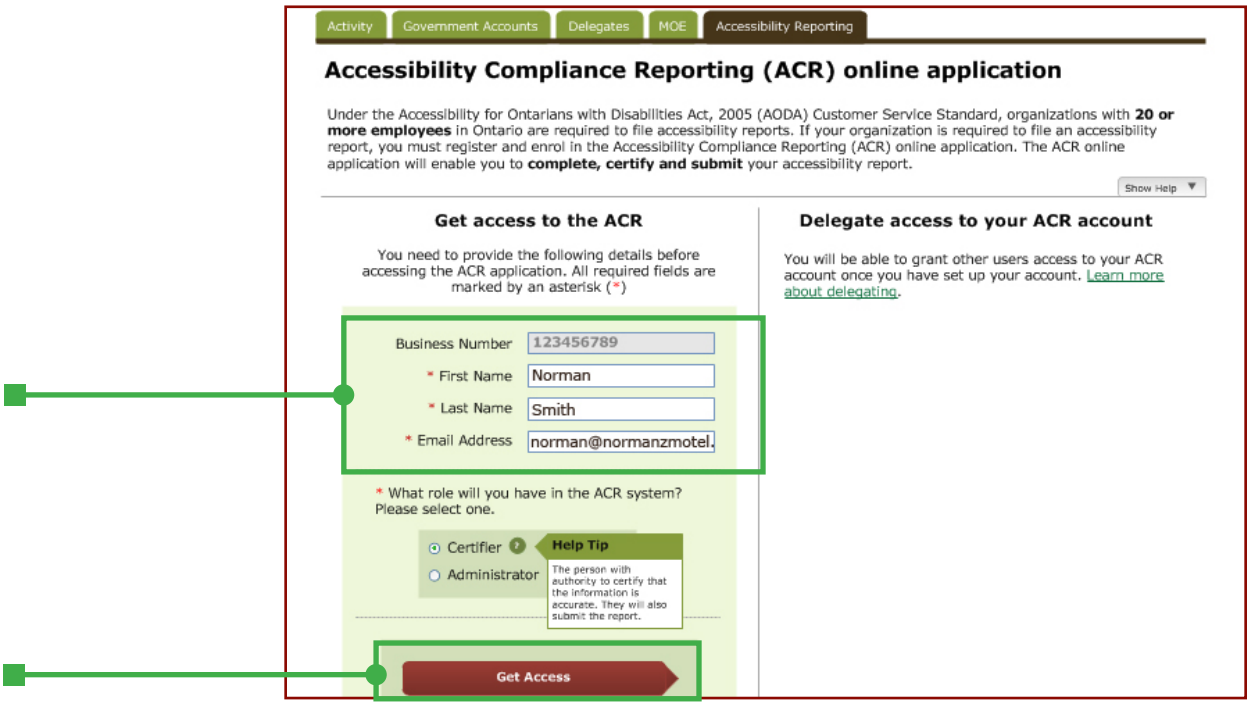
Tip:

Any staff member or volunteer can complete the accessibility compliance report. However, it must be certified by an individual who can bind the organization. This often means someone with signing authority; if you're not sure check with your lawyer.

Certifier – someone who can bind the organization

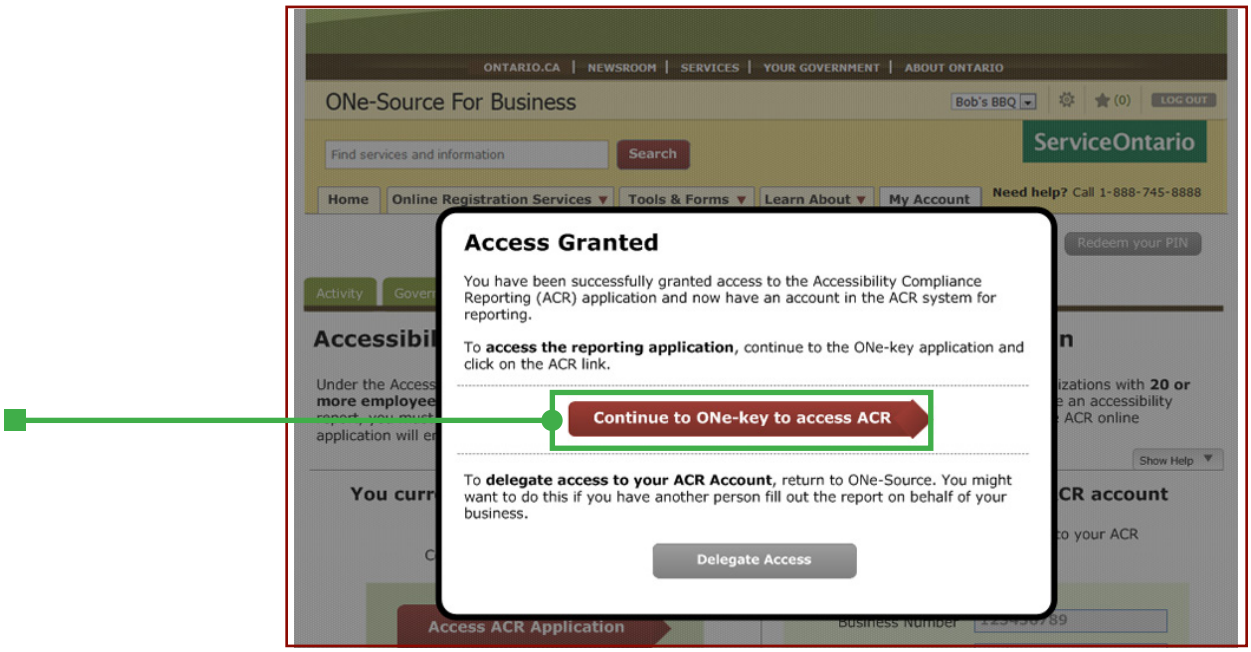
Administrator – someone who cannot bind the organization

A certifier can both complete and submit the report. If an administrator completes the report, a certifier must login to submit it.



e. Finish your registration and enter the reporting tool

- Click continue (If you are an administrator, complete the report first, then delegate access to someone else to submit it. We'll show you how on page 16.)



4. Complete your report

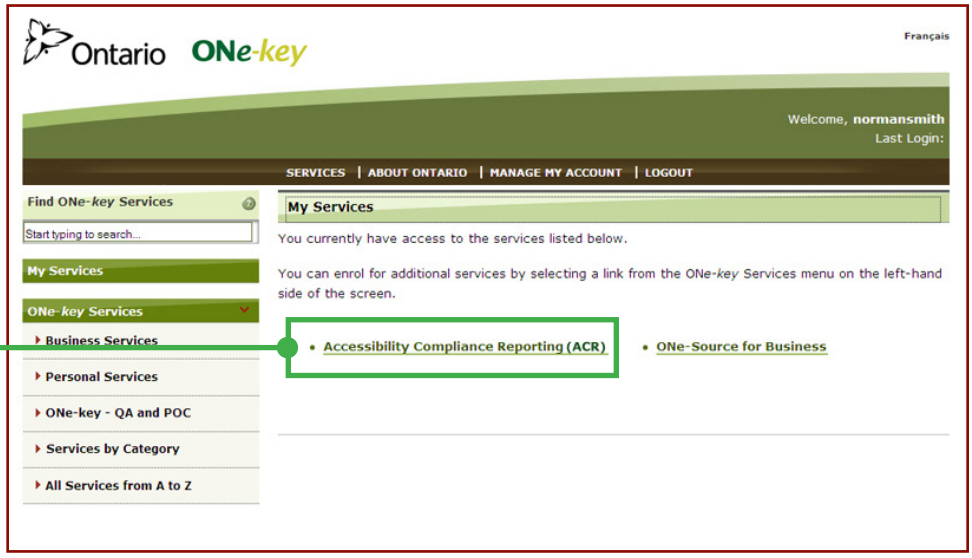
You don't have to complete the whole report at once. However, to keep your information secure, the system times out after 10 minutes of inactivity. So if you're going to step away from your desk, make sure to save your work.

Tip:

The report questions are included in an appendix at the end of this guide.

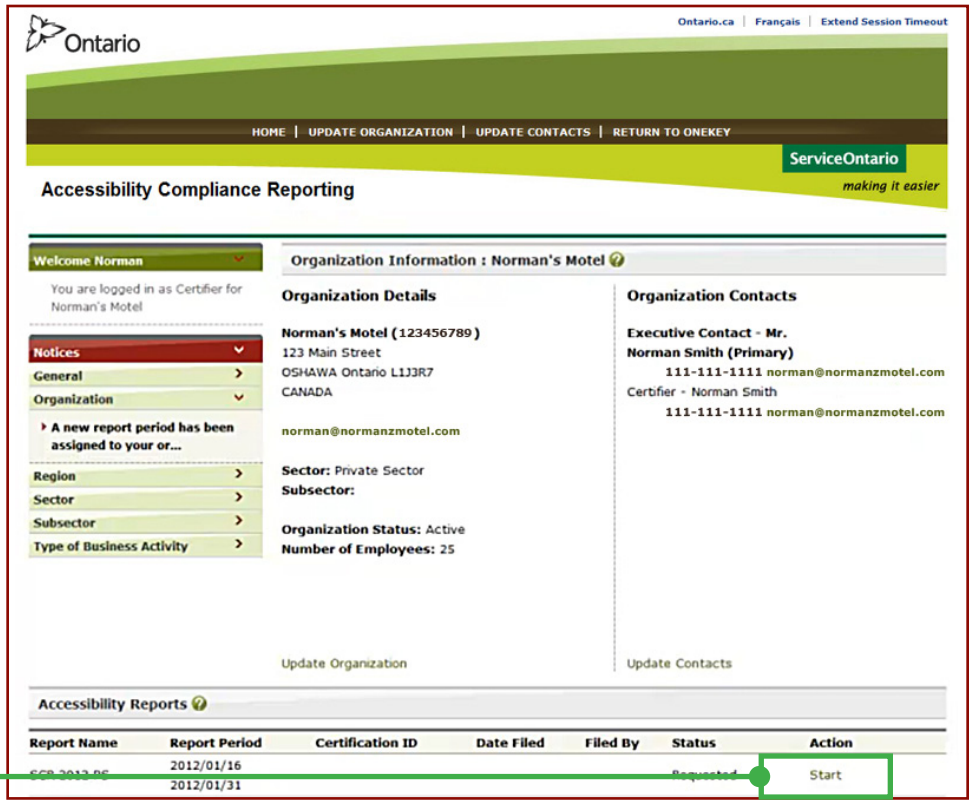
a. Open the Accessibility Compliance Reporting tool

- Select Accessibility Compliance Reporting (ACR)



b. Start your report

- Go to the bottom of the screen. Click "start".

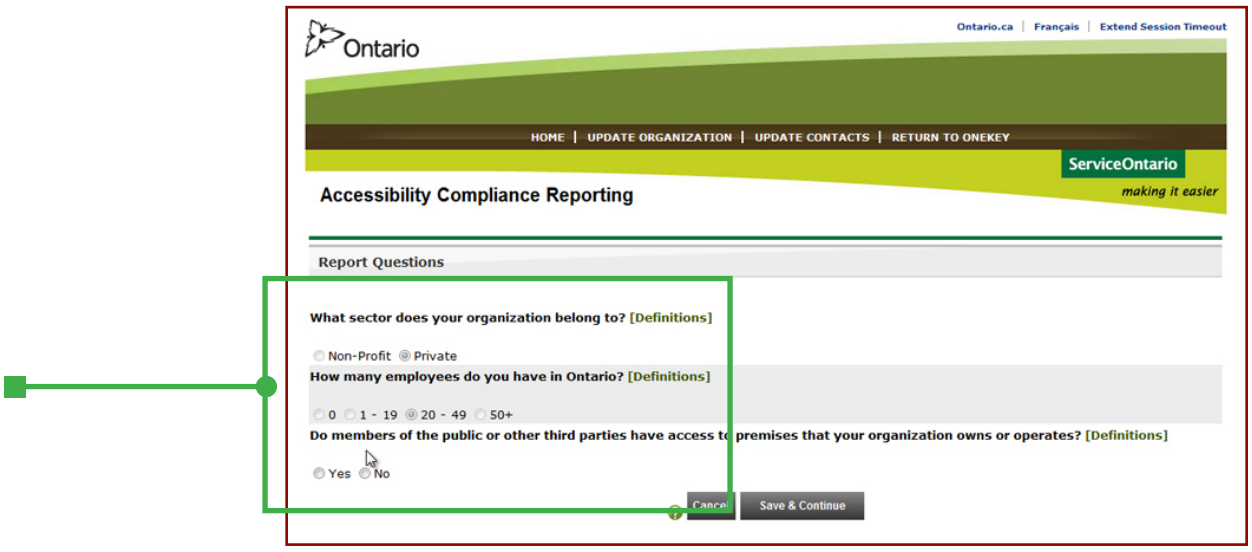


Tip:

You don't have to complete the whole report at once. Just click save. You can come back later and click edit.

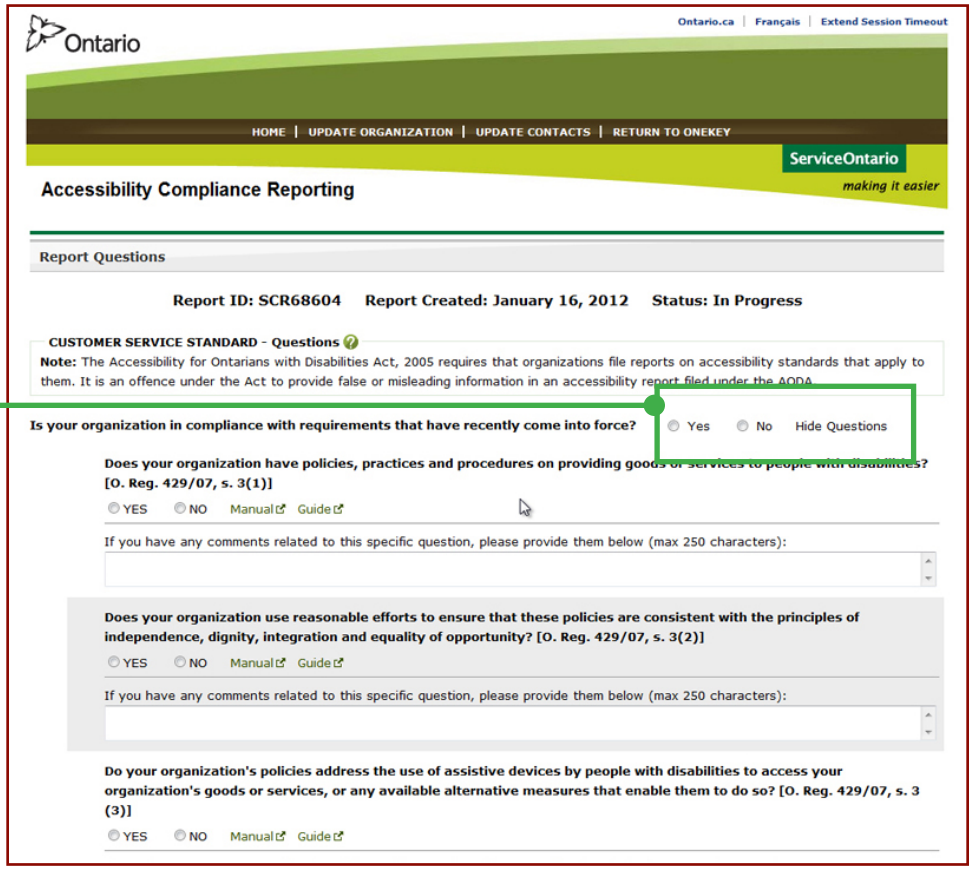
C. Tell us about your organization

- Only organizations with 20 or more employees are required to file a report. If you have fewer than 20 employees you may file voluntarily; but you must finish the report.
- "Other third parties" is a broad term covering people other than employees or clients; for example partner organizations, sales representatives or suppliers



d. Confirm that you meet the requirements of the customer service standard

- If you meet all the requirements, click "yes" at the top of the screen; this will default the answer to "yes" for each question
- You can change the answers to individual questions and add comments if you wish
- Beside each question are links for "manual" and "guide"; they will open a separate browser window with more information on the requirement
- When you're done, click "save and continue"

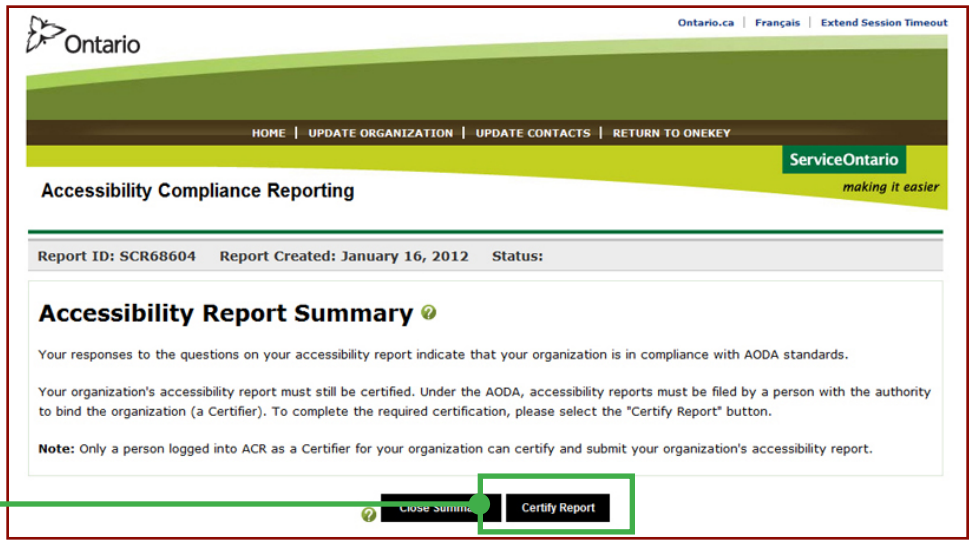


If you are an administrator, go to page 16.

5. Certify and submit your report

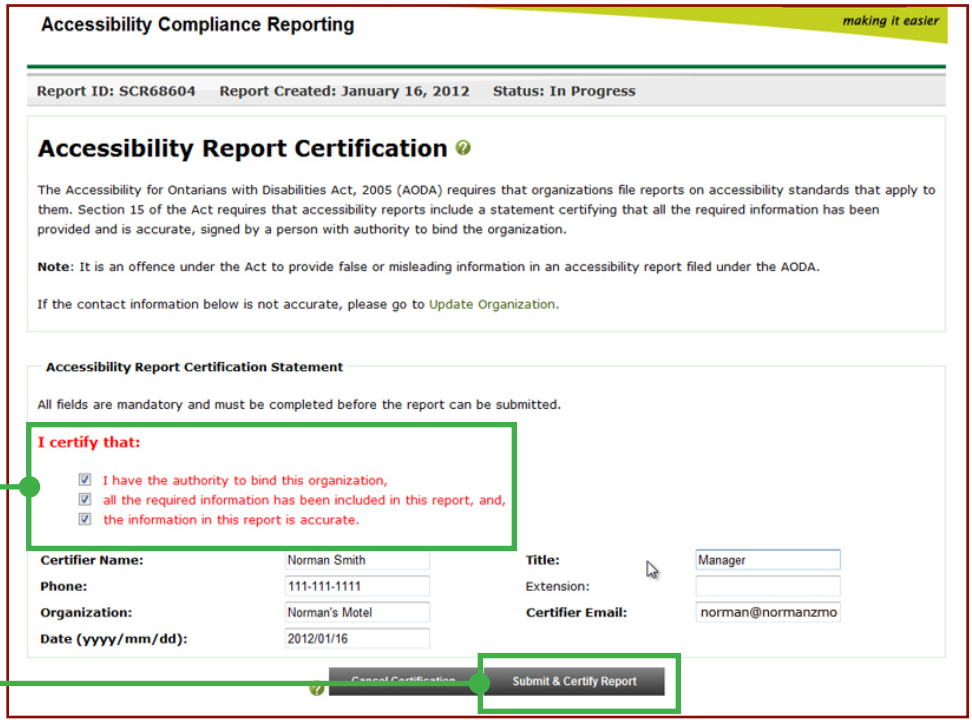
If you are an administrator, you can't complete this step.

a. Click "certify report"

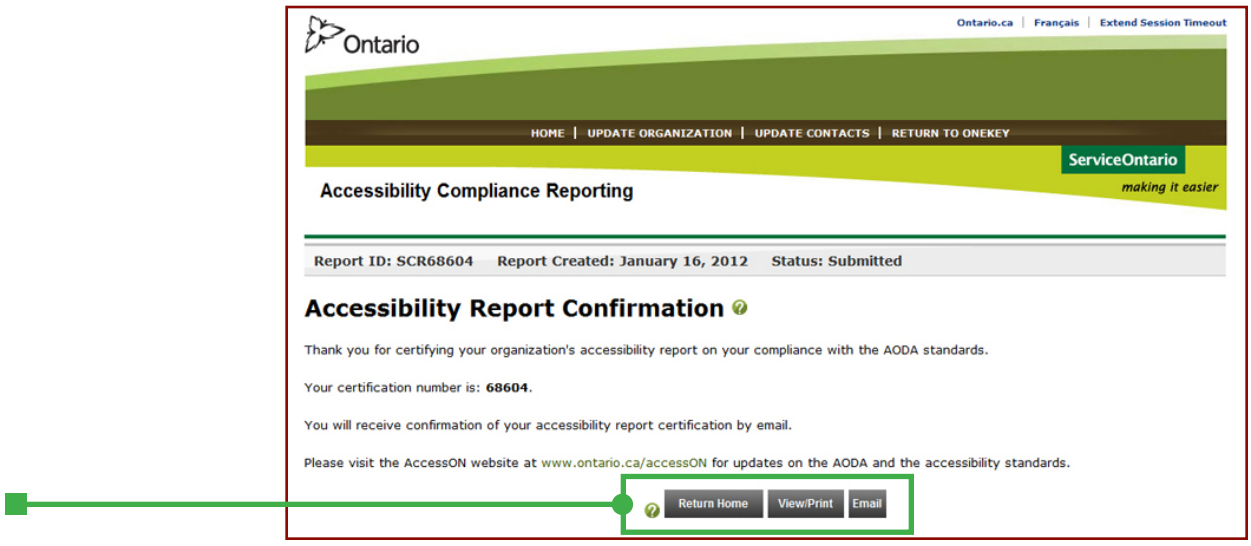


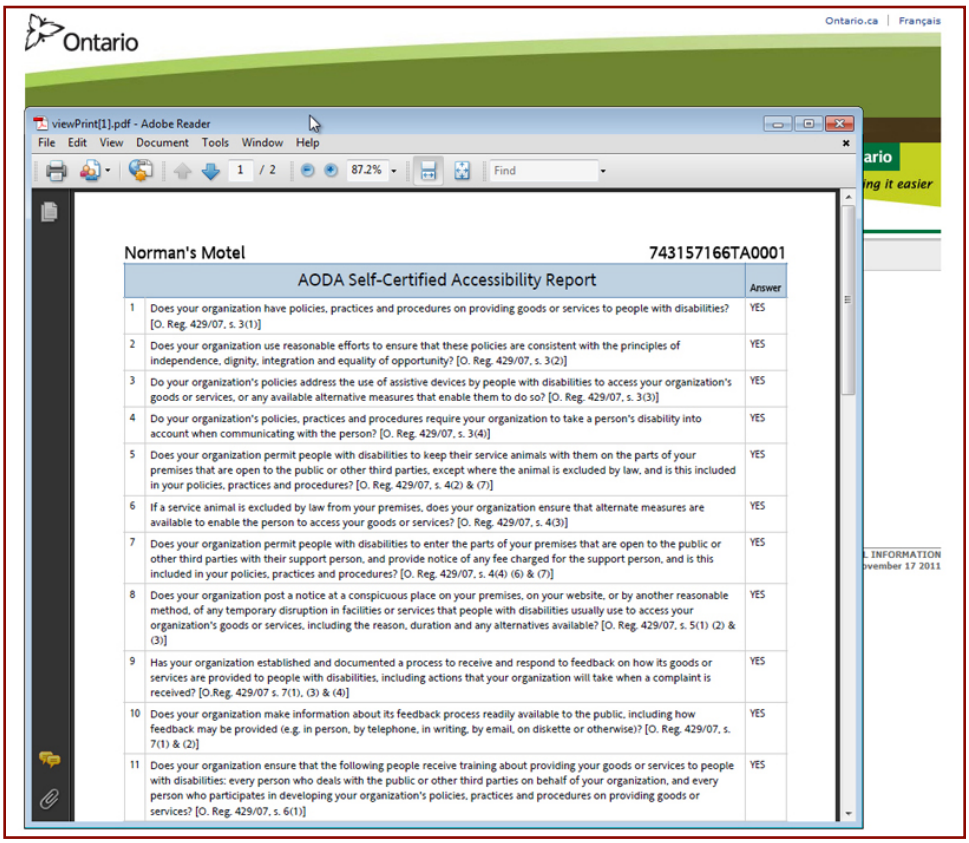
b. Complete the certification statement

- Check the three boxes and fill in any missing information
- Click "submit and certify report"



c. View, print and/or email yourself a pdf of the report





You have now completed, certified and submitted your accessibility compliance report.

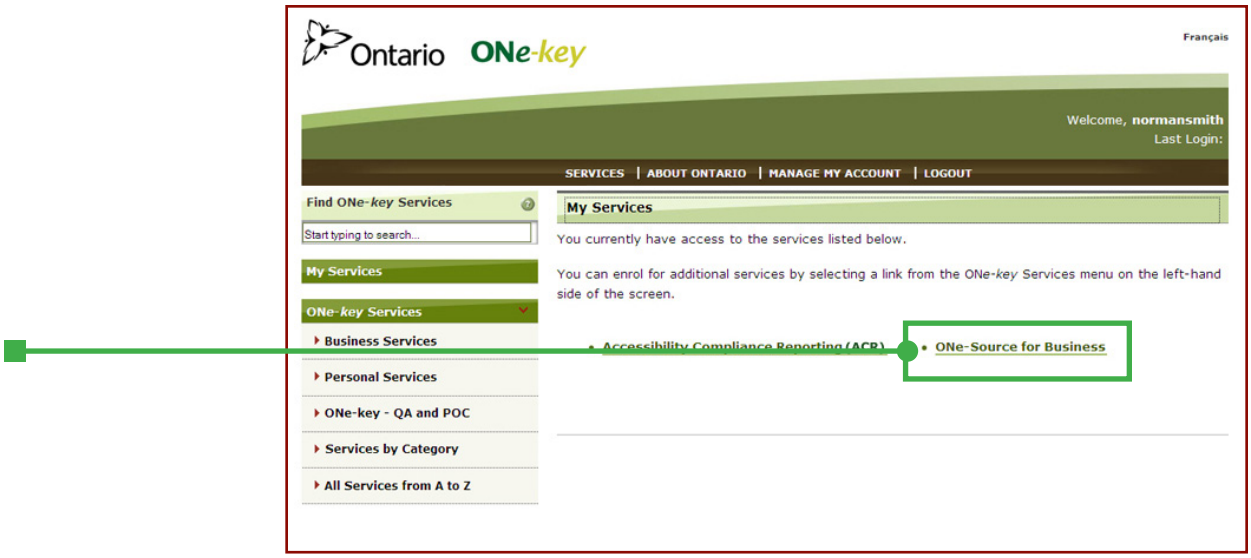
Thank you!

6. Delegating access to a certifier

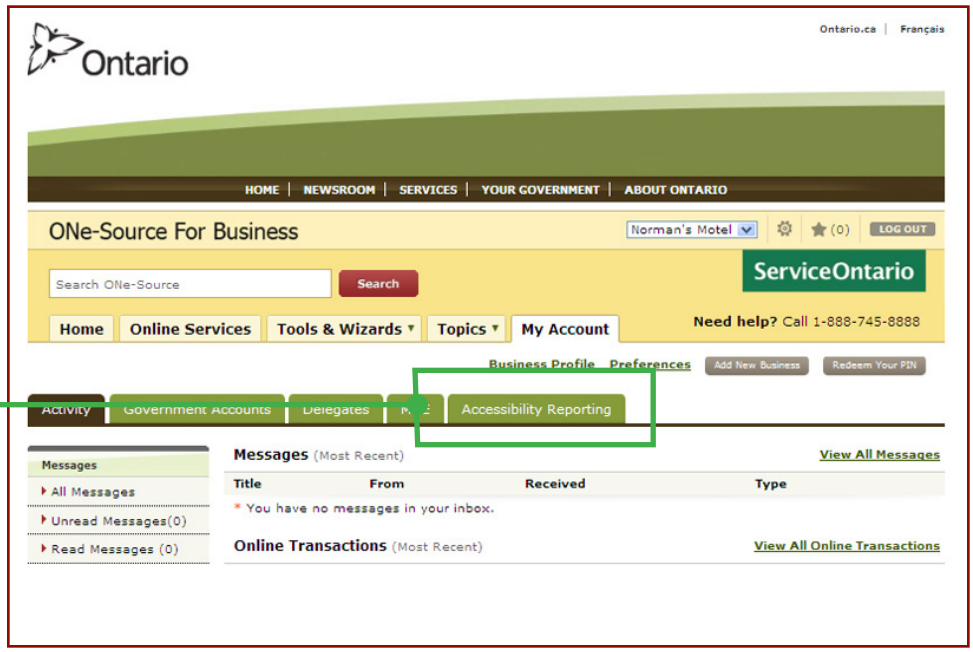
If you are an administrator you must delegate access to someone with signing authority so they can log in and certify the report.

a. Select "return to ONe-Key"

b. Choose ONe-Source

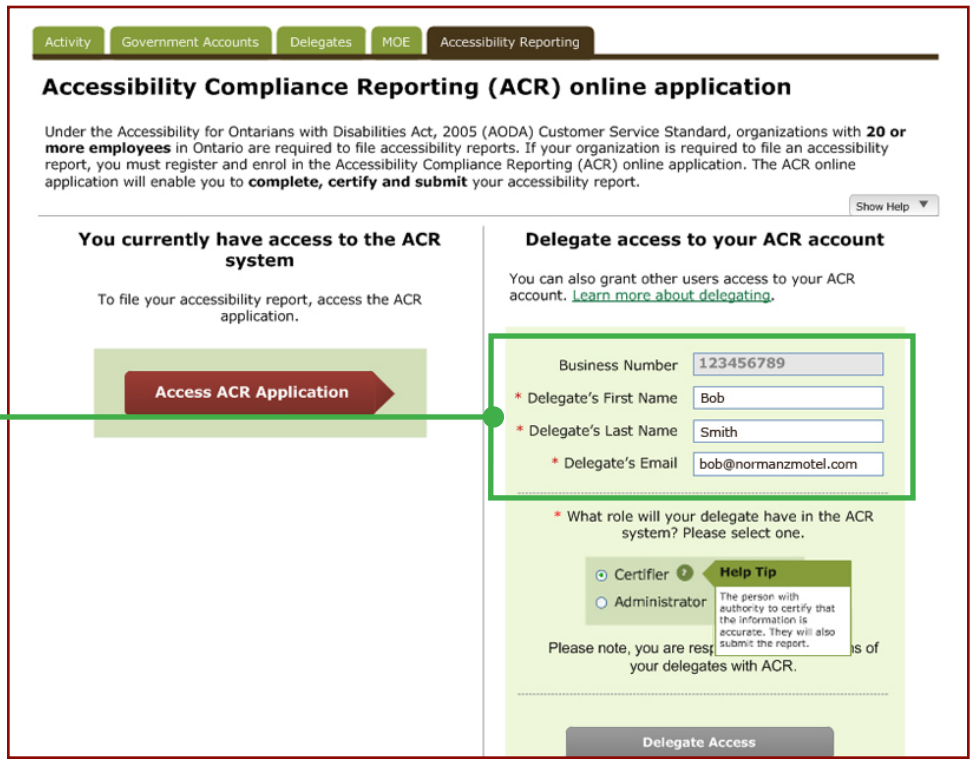


c. Click the "Accessibility Reporting" tab



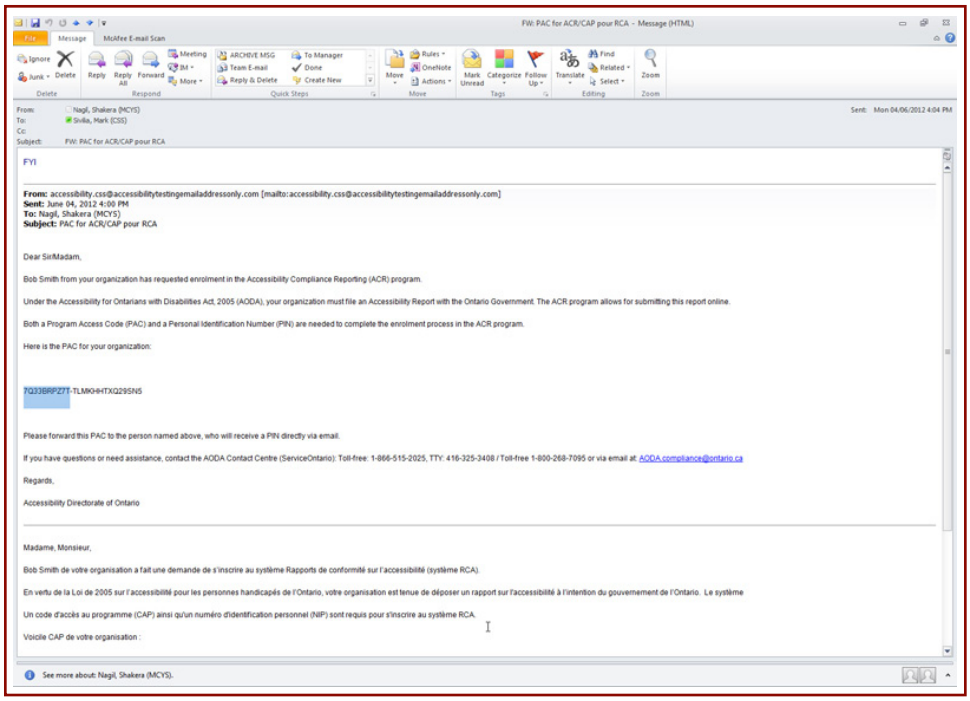
d. Enter the name and email of the person who will certify the report and select "certifier"

- The system will send them an email with the subject line: "PIN for ACR/NIP pour RCA". It contains a link to the login page and a PIN code that will connect them to the account you just set up for your organization.



e. Share your Program Access Code

- The system will email you a Program Access Code (or PAC). The subject line will be "PAC for ACR/CAP pour RCA."
- Forward this email to your certifier, as they will need both codes to register.
- This is a security measure to prevent unauthorized individuals from accessing your account.



f. Logout and ask your certifier to submit the report.

- Their registration process is a little different, so we've created instructions to help them too. They start on page 19

Your certifier can now certify and submit your accessibility compliance report.

Thank you!

Need help?

Contact the ServiceOntario AODA Contact Centre
Toll free: 1-866-515-2025
TTY: 416-325-3408 or Toll free: 1-800-268-7095
Email: accessibility@ontario.ca.

Certifying your Accessibility Compliance Report

This section is for you if someone else in your organization completed the report and you need to log in to certify and submit it.

Before you start

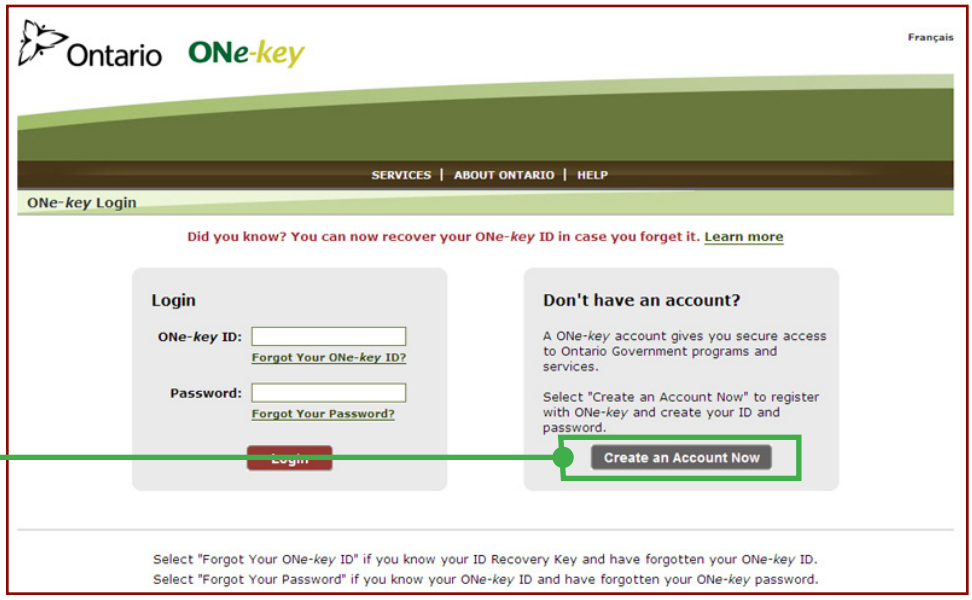
You will need:

- A computer with Internet and email access
- The "PIN for ACR" email with your PIN code
- An email with your PAC code from the person who completed the report

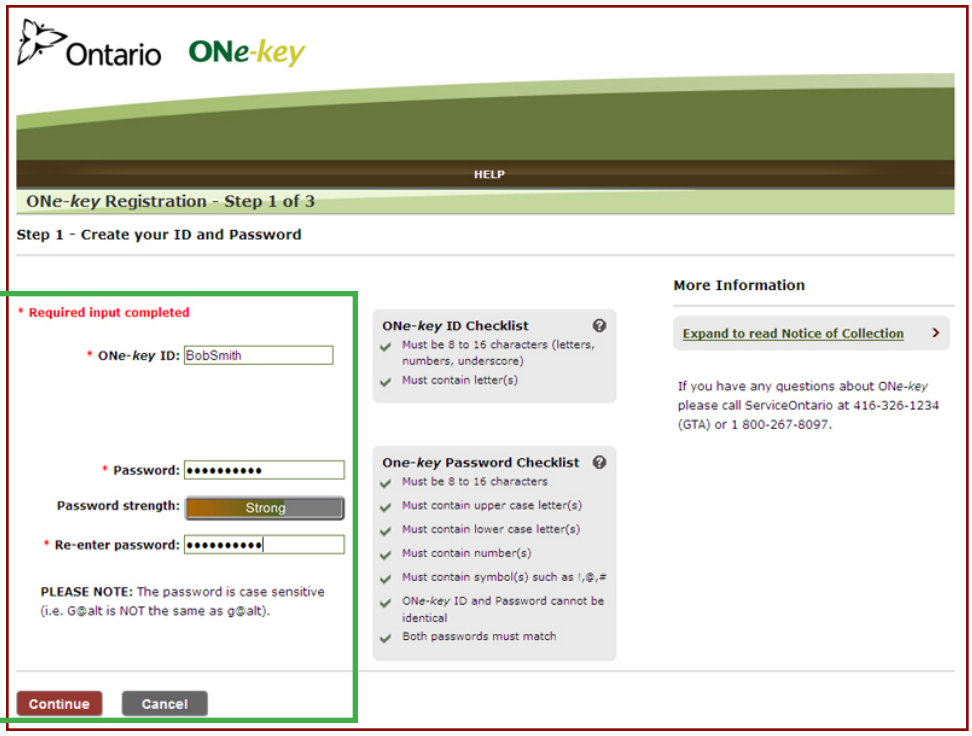
1. Create an account

a. Click the link in the "PIN for ACR" email.

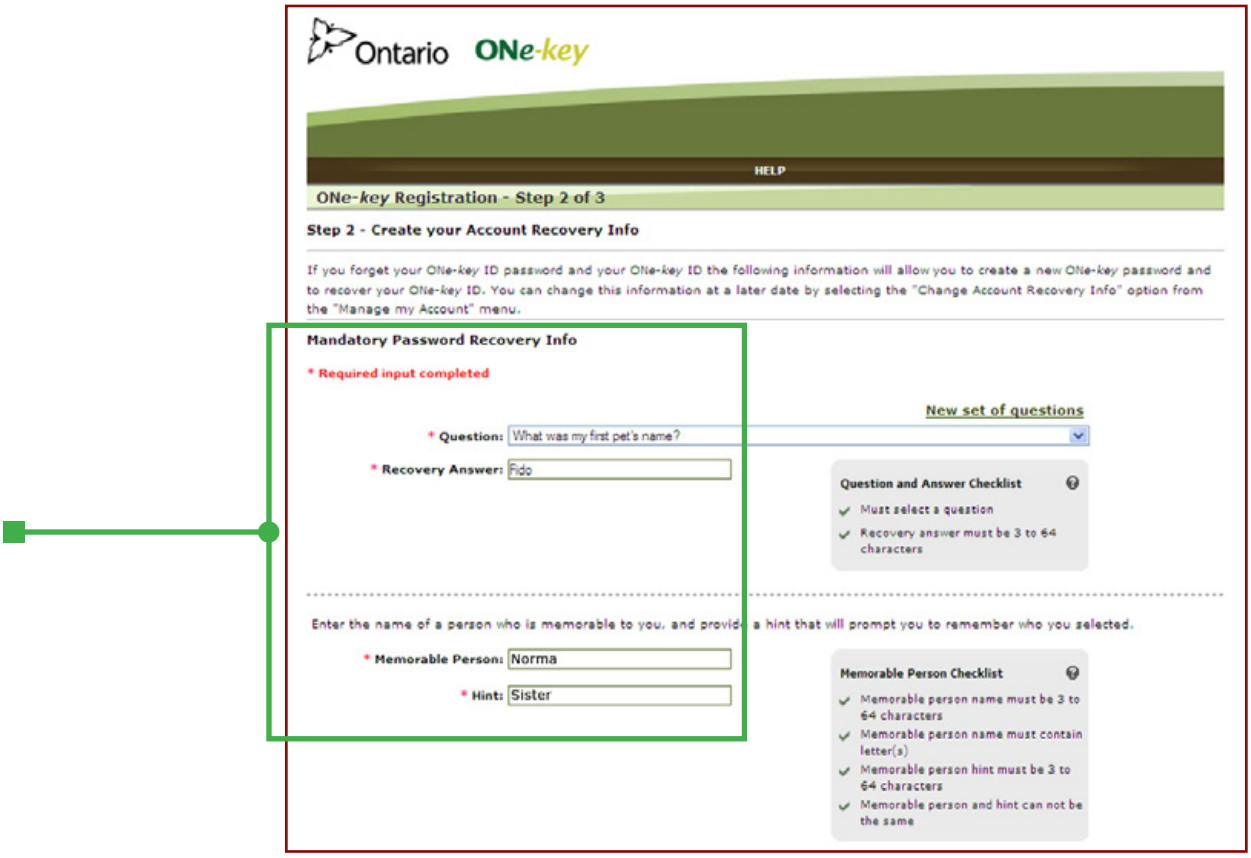
b. Click "Create an Account Now"



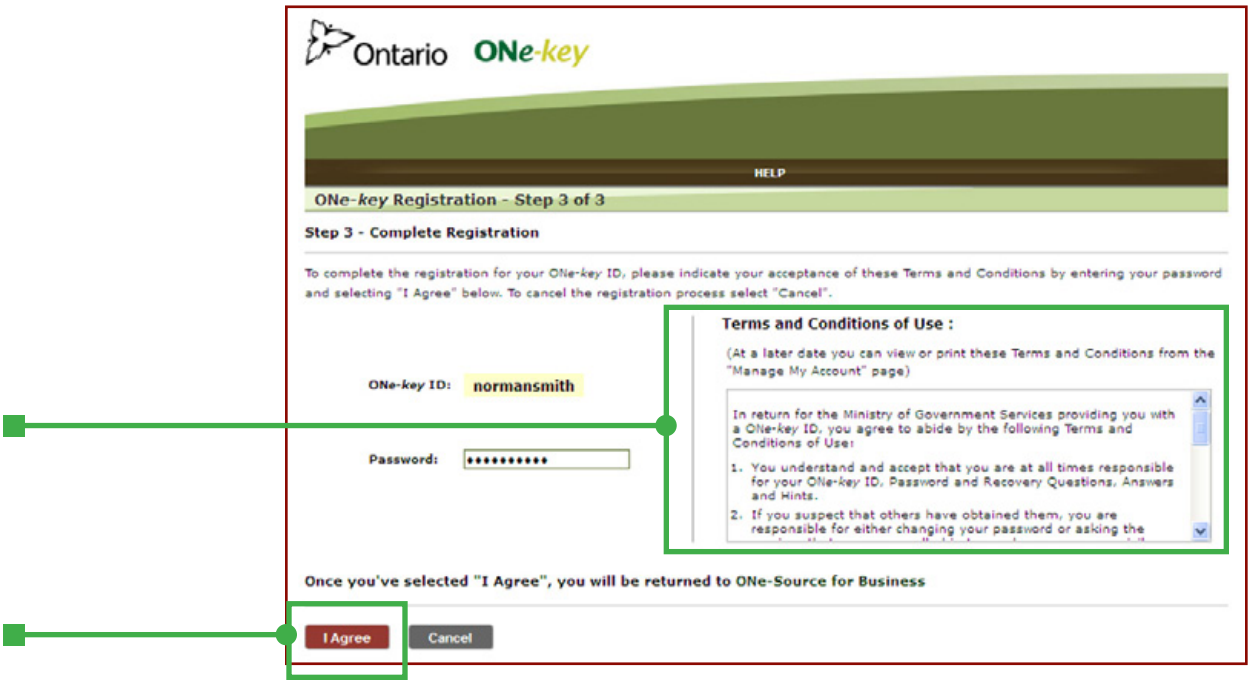
c. Choose a user name and password.



d. Answer a few questions in case you forget your password.

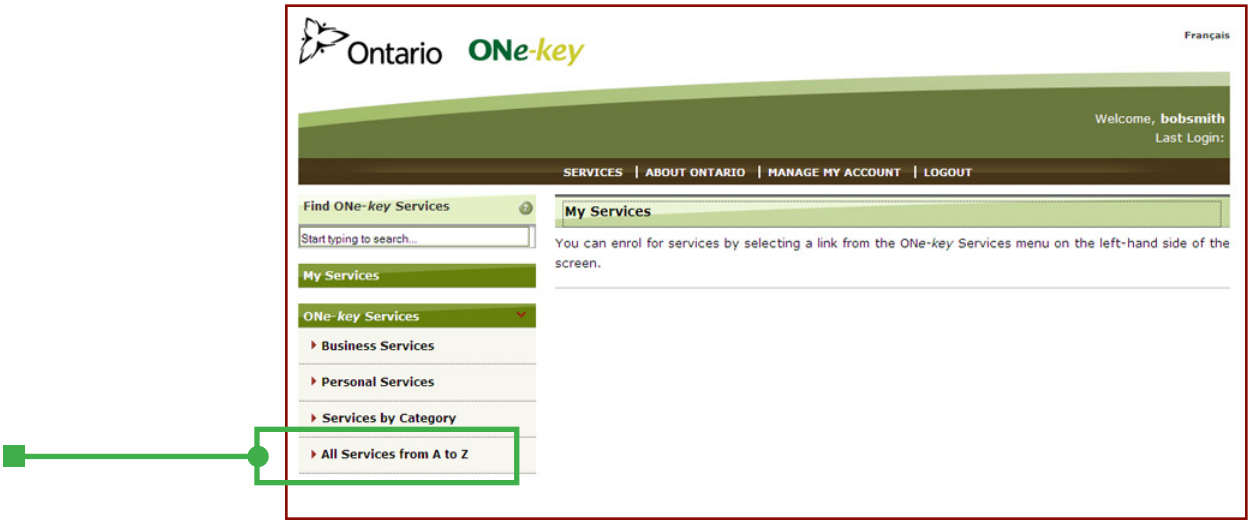


e. Read the terms and conditions, enter your password and click "I Agree"

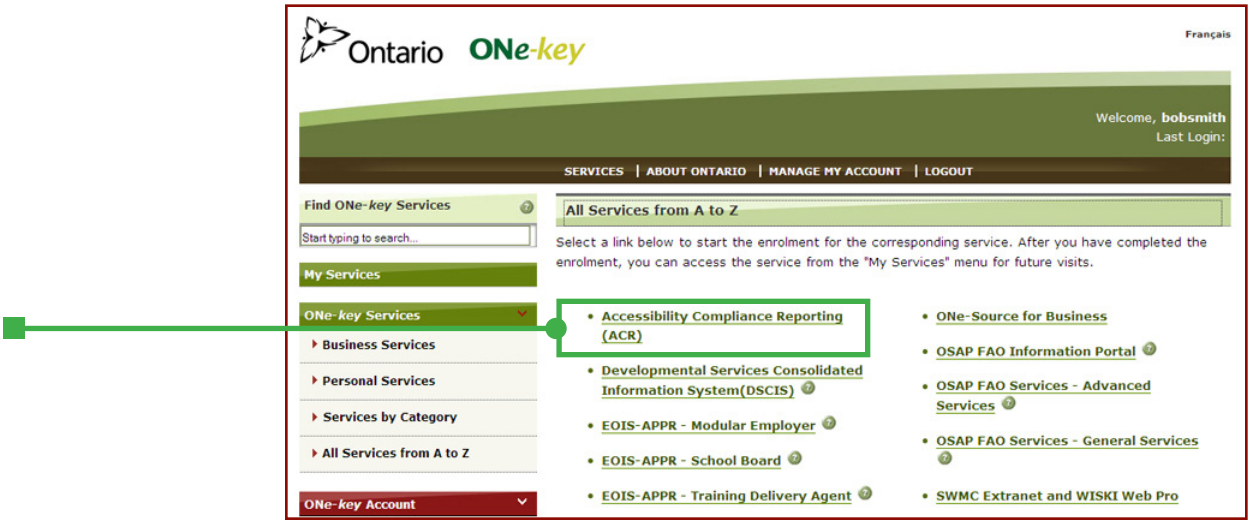


2. Register for Accessibility Compliance Reporting

a. Select "All Services from A to Z" from the left menu



b. Select "Accessibility Compliance Reporting (ACR)"

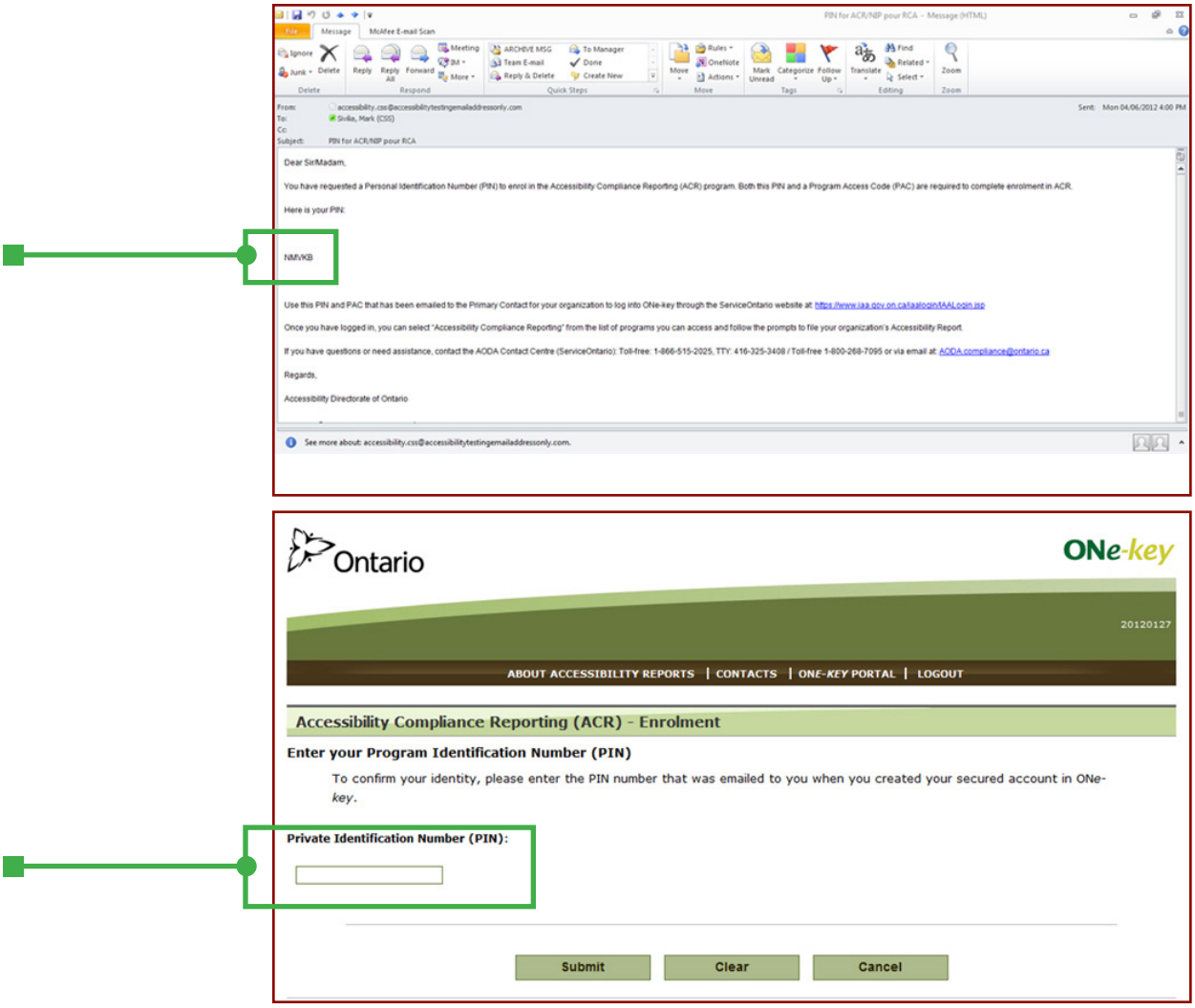


C. Enter your Program Access Code (PAC)

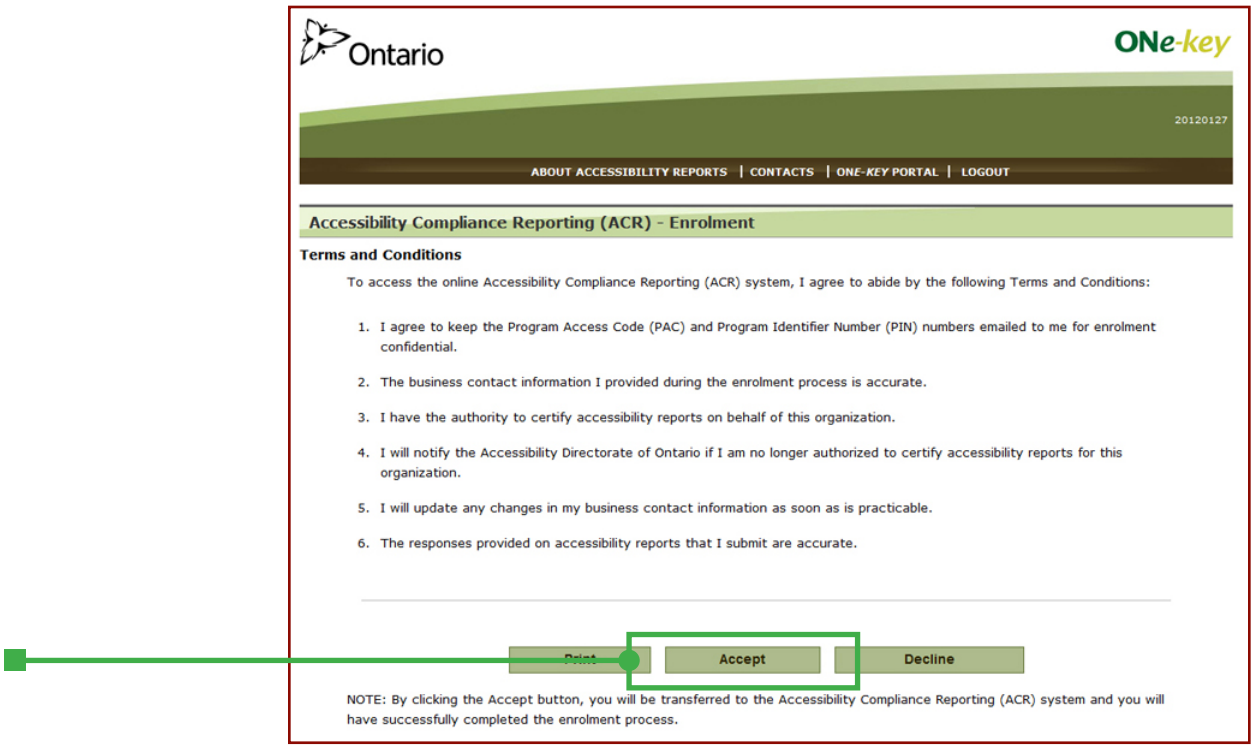
- You don't need to request a Program Access Code. The system already sent it to the primary email address it has on file for your organization. Ask the person who started the report to forward this email to you (the subject line will be "PAC for ACR/CAP pour RCA.")
- It's a long code, so you can copy/paste it if you wish.
- This is a security measure to prevent unauthorized individuals from accessing your organization's account.

d. Enter your PIN

- Enter the code from the first email – the one with the subject line "PIN for ACR/NIP pour RCA".



e. Accept the terms and conditions



3. Certify and submit your report

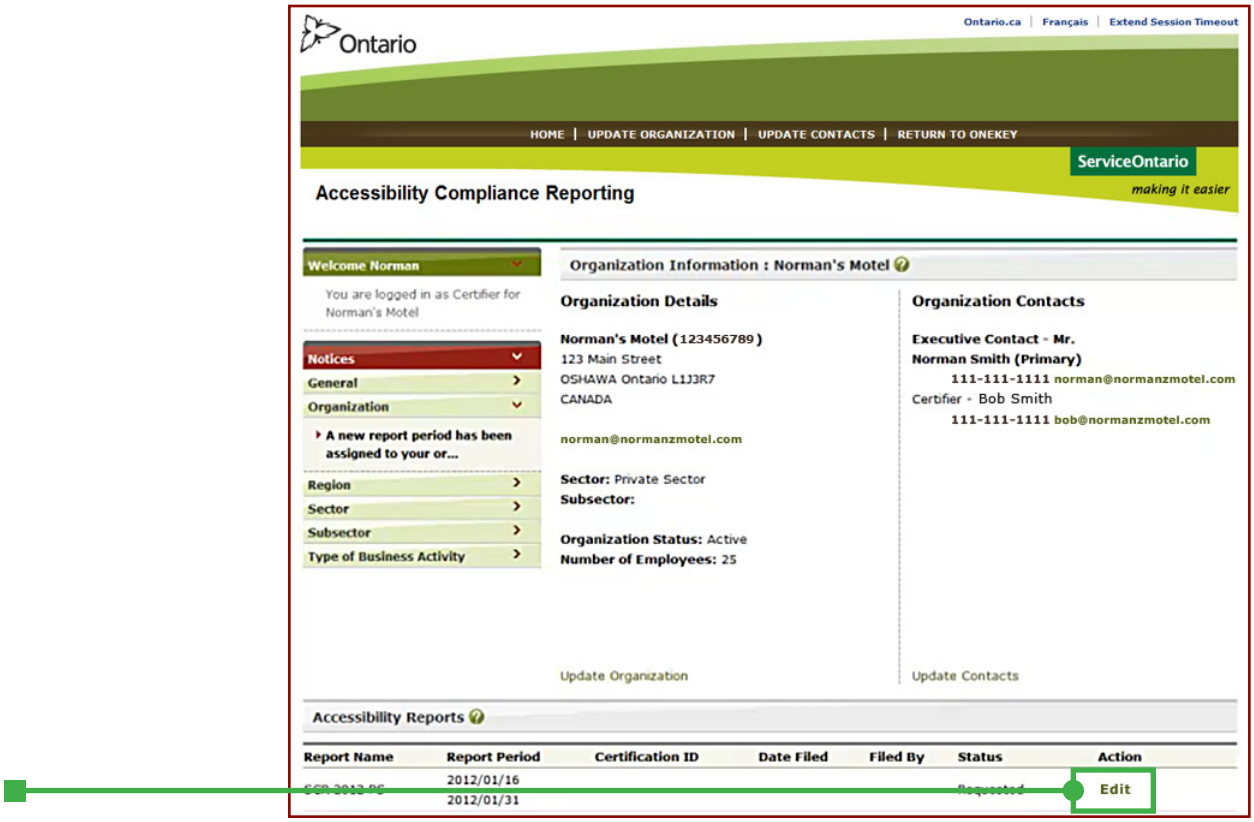
If someone else in your organization has already completed the report, you simply have to review it and certify that it is correct.

a. Open the report

- Go to the bottom of the screen. Click "Edit"

Tip:

If the screen says "Start" you need to complete the report then certify it.
If the screen says "Edit" you need to review the report then certify it.



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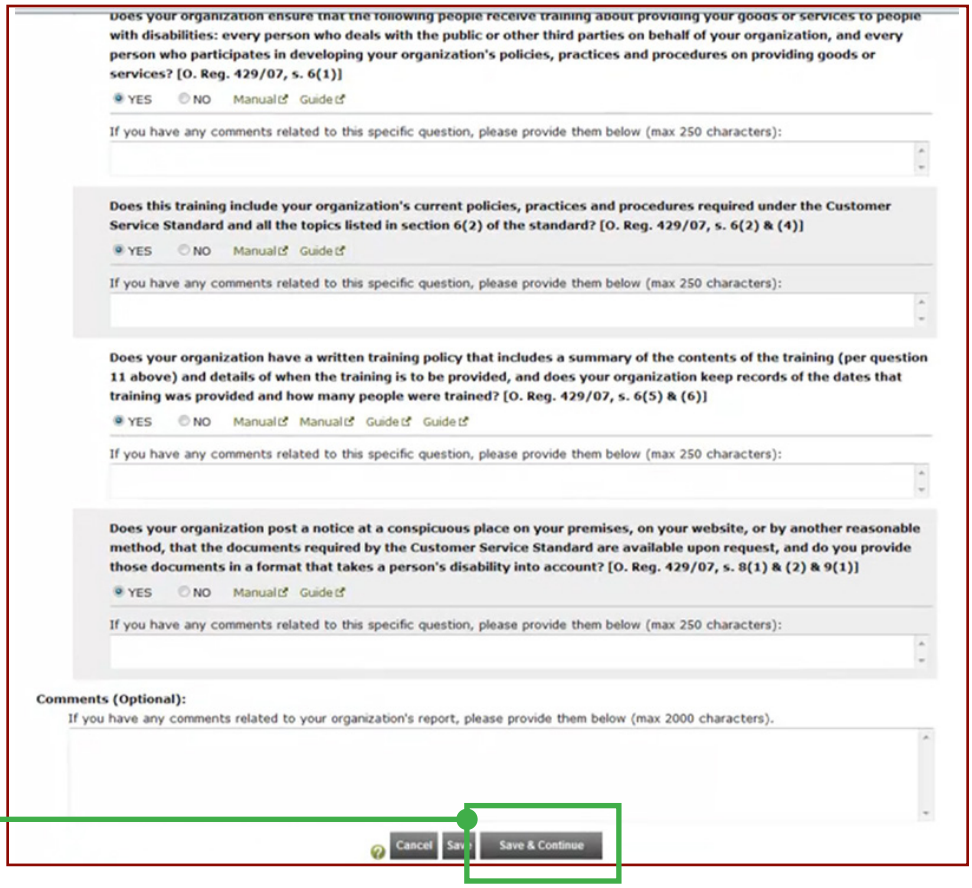
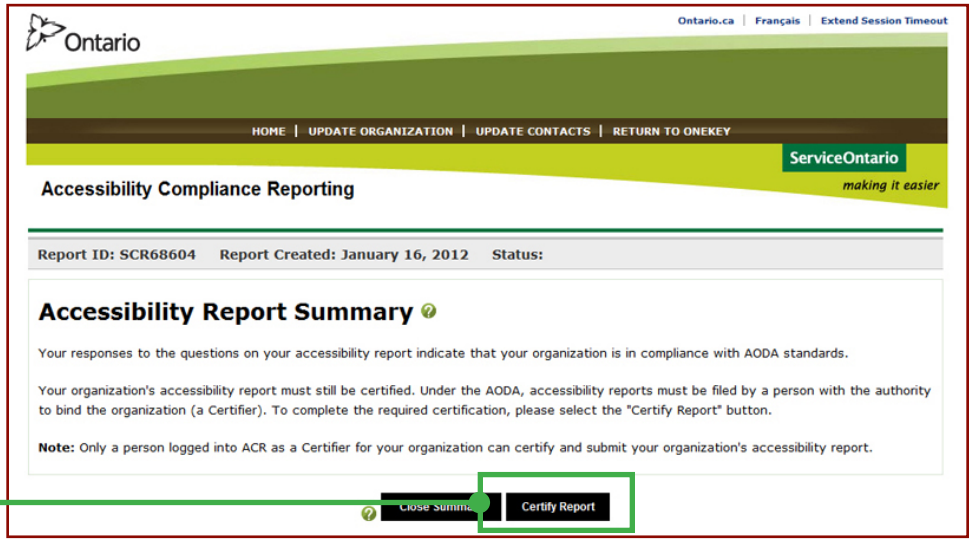
b. Review the questions and if the answers are accurate click "save and continue"

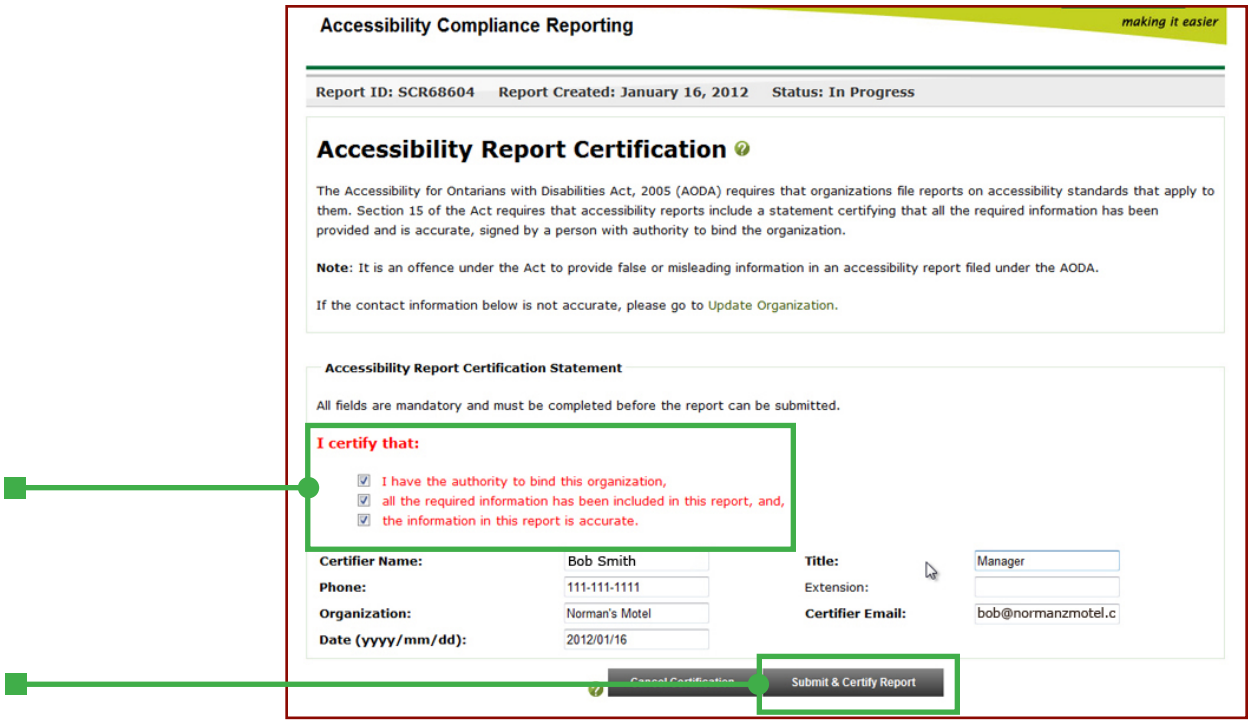


c. Click "certify report"

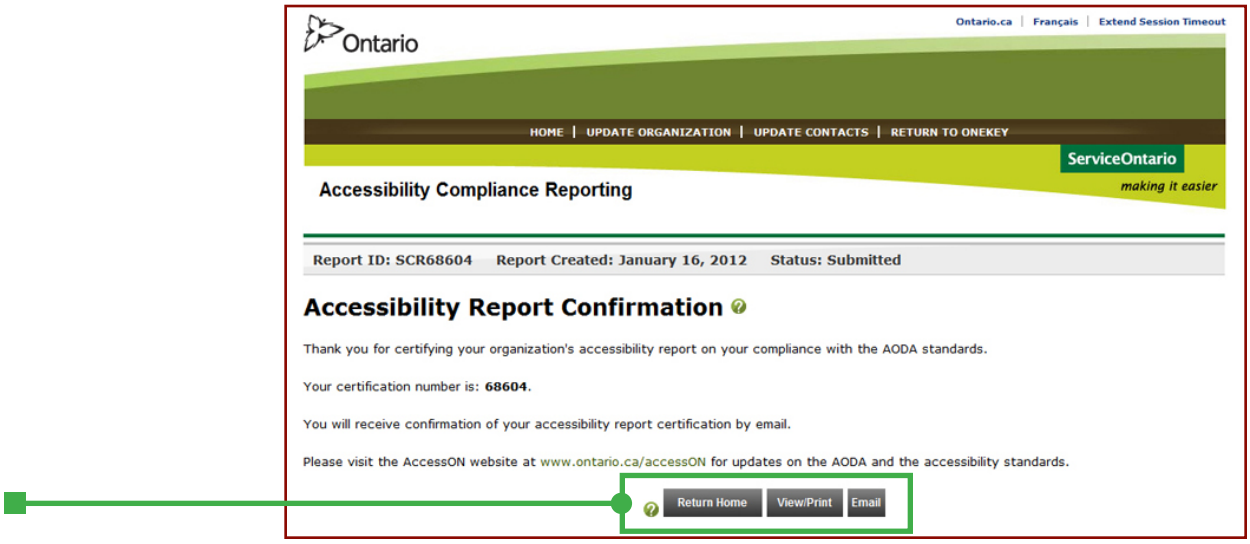


d. Complete the certification statement

- Check the three boxes and fill in any missing information
- Click "submit and certify report"



e. Now you can view, print and/or email yourself a pdf of the report



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Thank you!

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Email: accessibility@ontario.ca

Appendix

Customer Service Accessibility Report Questions

1. Does your organization have policies, practices and procedures on providing goods or services to people with disabilities?

   Yes / No

2. Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity?

   Yes / No

3. Do your organization's policies address the use of assistive devices by people with disabilities to access your organization's goods or services, or any available alternative measures that enable them to do so?

   Yes / No

4. Do your organization's policies, practices and procedures require your organization to take a person's disability into account when communicating with the person?

   Yes / No

5. Do members of the public or other third parties have access to premises that your organization owns or operates?
   *If your answer is **No**, skip to question 9 below. (Do **not** answer questions 6, 7 and 8.)

   Yes / No

   6. Does your organization permit people with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law, and is this included in your policies, practices and procedures?

      Yes / No

7. If a service animal is excluded by law from your premises, does your organization ensure that alternate measures are available to enable the person to access your goods or services?

   Yes / No

8. Does your organization permit people with disabilities to enter the parts of your premises that are open to the public or other third parties with their support person, and provide notice of any fee charged for the support person, and is this included in your policies, practices and procedures?

   Yes / No

9. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization's goods or services, including the reason, duration and any alternatives available?

   Yes / No

10. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to people with disabilities, including actions that your organization will take when a complaint is received?

    Yes / No

11. Does your organization make information about its feedback process readily available to the public, including how feedback may be provided (e.g. in person, by telephone, in writing, by email, on diskette or otherwise)?

    Yes / No

12. Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities: every person who deals with the public or other third parties on behalf of your organization, and every person who participates in developing your organization's policies, practices and procedures on providing goods or services?

    Yes / No

13. Does this training include your organization's current policies, practices and procedures required under the Customer Service Standard and all the topics listed in section 6(2) of the standard?

Yes / No

14. Does your organization have a written training policy that includes a summary of the contents of the training (per question 11 above) and details of when the training is to be provided, and does your organization keep records of the dates that training was provided and how many people were trained?

Yes / No

15. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, that the documents required by the Customer Service Standard are available upon request, and do you provide those documents in a format that takes a person's disability into account?

Yes / No