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POLICY/PROCEDURES

Section:	**HUMAN RESOURCES**	**Review Date:**	**November 24, 2026**
Title:	**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES-MULTI YEAR PLAN**	**Supersedes:**	**April 9, 2026**
Policy No.:	**H-07**	**Page No.:**	**1 of 9**

Multi-Year Accessibility Plan and Policies for Baker Tilly SNT

This accessibility plan outlines the policies and actions that Baker Tilly SNT LLP, together with its affiliated entities (collectively, the 'Firm') has put in place to improve opportunities for people with disabilities.

Statement of Commitment

The Firm is committed to providing an accessible and inclusive environment for clients, employees, applicants and members of the public, including people with disabilities.
We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other clients. Our client service policies and procedures will be in keeping with the principles of independence, dignity, integration and equality of opportunity.

Multi-Year Accessibility Action Plan

Initiative	Action	Timing/Status
Website accessibility	Maintain website/content in accordance with applicable WCAG requirements	Ongoing
Recruitment	Review job postings and recruitment practices for accessibility	Annually
Training	Provide AODA and Human Rights Code training to new employees and when policies change	Ongoing
Workplace barriers	Review workplace practices and identify/remove accessibility barriers	Annually
Accommodation	Review individual accommodation plans as required	Ongoing
Accessibility Plan	Conduct formal review and update	At least every 5 years

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Customer Service Standard

The Firm is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication
We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with clients on how to interact and communicate with people with various types of disabilities.

Assistive Devices
Assistive devices may be used by clients to access our goods and services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Use of Service Animals
We welcome people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public. We will also ensure that all staff and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Where a service animal is excluded by law from the premises, the Firm will ensure that other measures are available to enable the person with a disability to access our goods, services or facilities.

Support persons
A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. At no time will a person with a disability, who is accompanied by a support person, be prevented from having access to his or her support person while on the premises.

Notice of Temporary Disruption
In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, the Firm will notify clients promptly. The clearly posted notice will include information about the reason for disruption, its anticipated length of time, and a description of alternative

facilities or services, if available. The notice will be posted in a conspicuous place on the facility or by other reasonable methods, as appropriate.

Training for Staff

The Firm will provide training to employees and others who deal with the public or other third parties on our behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the applicable requirements of Ontario Regulation 191/11, Integrated Accessibility Standards Regulation (IASR), including the Customer Service Standards;
- Information regarding our policies, practices and procedures relating to client service standards;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- What to do if a person with a disability is having difficulty in accessing our services.

Staff will also be trained on an ongoing basis when changes are made to these policies, procedures, and practices.

The Firm will provide training to employees, volunteers and other staff members on Ontario's Accessibility Laws and the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The Firm will take the following steps to meet the requirements under the Act to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- AODA training is a requirement for every new employee;
- Every employee shall be trained as soon as practicable;
- Training records are to be kept as per AODA requirements. This includes the dates on which the training is provided and the number of individuals to whom it is provided
- Training shall be provided in respect to any changes to policies on an ongoing basis;
- Training will be available in an accessible format upon request.

Feedback process

The Firm welcomes feedback because it supports continuous improvement. Feedback may relate to how the Firm provides goods, services or facilities to people with disabilities or to the accessibility of the Firm's feedback process itself.

Feedback may be submitted by email at snt-sudbury@bakertilly.ca, in writing, or by telephone at 705-560-5592. The Firm will ensure that the feedback process is accessible to people with disabilities by providing or arranging accessible formats and communication supports upon request. The Firm will review and respond to feedback, including complaints, in a manner that takes into account the person's accessibility needs.

Documentation
Documents required by the Accessibility Standards for Client Service are available upon request. When providing a document to a person with a disability, we will work with the individual to determine options in order to provide the document or the information obtained in the document in a format that takes the person's disability into account

Information and Communication Standard

The Firm is committed to meeting the communication needs of people with disabilities.

The Firm will ensure that its internet websites and web content conform with applicable requirements of the Web Content Accessibility Guidelines (WCAG), as required under the AODA and its regulations.

The Firm will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- Notify the public about the availability of accessible formats and communication supports.

The Firm will take the following steps to make sure all publicly available information is made accessible upon request:

- Provide the information in a timely manner that takes into account the person's accessibility needs due to disability;
- Provide the information at a cost that is no more than the regular cost charged to other persons;
- Will consult with the person making the request in determining the suitability of an accessible format or communication support;
- Notify the public about the availability of accessible formats and communication supports.

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POLICY/PROCEDURES

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Employment Standards

The Firm is committed to ensuring that our recruitment and assessment processes are fair and accessible. We will take the following steps to ensure compliance with this standard:

- Notify our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process by specifying on our website and job postings;
- Notify applicants who are chosen to participate in the selection process that accommodations are available upon request in relation to the materials or processes to be used;
- If a selected applicant requests an accommodation, we will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability;
- When making an offer of employment notify successful applicant of our policies for accommodating employees with disabilities;
- Inform our employees of our policies used to support employees with disabilities;
- Work with external parties to ensure external Web pages remain compliant with the Information and Communication Standard's.

Individualized Workplace Emergency Response Information

Where the Firm is aware that an employee has a disability and requires individualized workplace emergency response information, the Firm will provide this information as soon as practicable. With the employee's consent, the Firm will provide the workplace emergency response information to the person designated by the Firm to provide assistance to the employee.

The Firm will review the individualized workplace emergency response information:

- when the employee moves to a different location in the organization;
- when the employee's overall accommodation needs or plans are reviewed; and
- when the Firm reviews its general emergency response policies.

The Firm will also provide emergency information made available to the public, including evacuation plans and similar public safety information, in an accessible format or with appropriate communication supports upon request and as soon as practicable.

Accommodation Plans

The Firm is committed to accommodating people with disabilities up to a point of undue hardship

and will use the following process to identify and meet employee accommodation needs:

Step 1: Recognize the Need for Accommodation
Employees who require accommodation may make a request to their manager or the Director, People & Culture (P&C).

Step 2: Gather relevant information and assess individual needs
(The employee is an active participant in this step)

- Information will be collected on the employee's functional abilities, not the nature of the employee's disability.
- The employee's personal information, including medical information, is kept secure and dealt with in a confidential manner. It will only be disclosed to individuals who need it to perform the accommodation process.
- The employee and their manager and/or the Director, P&C will work together to find the most appropriate accommodation.
- A medical or other expert may be engaged (at the company's expense) to help determine if/how the employee's needs can be accommodated
- The employee may request the participation of a representative from the workplace in the development of the accommodation plan, where applicable.

Step 3: Write an individual accommodation plan
After identifying the most appropriate accommodation(s), the details will be documented in a written plan, including:

- What accommodation(s) will be provided
- How to make information accessible to the employee, including accessible formats and communication supports
- Employee emergency information and/or emergency response plan (if applicable)
- When the plan will be reviewed and updated
- The steps that will be taken to protect the privacy of the employee's personal information.

The Director, P&C will give the employee in an accessible format (if required), a copy of the individual accommodation plan, or written reasons for denying accommodation.

Step 4: Implement, monitor and update the plan
After implementing the accommodation plan, the employee, their manager and the Director, P&C will monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on the mutually agreed upon, predetermined schedule in the employee's accommodation plan. If the accommodation is no longer appropriate, the plan will be reassessed by the employee, their manager and the Director, P&C. Step 2 of the process will be repeated, and the plan will be updated accordingly. The accommodation plan will also be reviewed and updated if:

- The employee's work location or position changes
- The employee's accommodation needs or functional abilities change.

Return to Work Plans

The Firm is committed to supporting employees who have been absent from work due to a disability, up to a point of undue hardship. We will use the following process to help employees who require accommodation to return to work:

Step 1: Initiate the leave and stay in contact with employee
If an employee needs to take a disability leave, they will inform their manager and/or the Director, P&C. The employee and manager will maintain regular contact, with the employee's consent, to address any problems that may arise and facilitate the return to work process.

Step 2: Gather relevant information and assess individual needs
The employee and manager will work together to share information and find the most appropriate accommodation, for example:

Manager/Director, P&C
- Provides the employee with return to work information
- Helps resolve any problems with treatment if requested to do so by the employee
- Maintains regular contact with the employee
- Ensures work practices are safe for returning employee
- Assists with identifying accommodations
- Assists with analyzing the demands of each job task

Employee
- Gets and follows the appropriate medical treatment
- Provides updates about their progress, including information about his/her functional ability to perform the job
- Provides his/her health care provider with the return to work information

Health care provider(s) and health and safety professional(s) may also participate in the process, if needed.

Step 3: Develop a return to work plan
After identifying the most appropriate accommodation, safety considerations and any transitional measures, capture the details in a written plan.

Depending on circumstances, the employee may:

- return to the original position
- return to the original position with accommodation(s) on a temporary or permanent basis
- return to an alternate position on a temporary or permanent basis

The return to work plan should be attached to the employee's individual accommodation plan.

Step 4: Implement, monitor and update the plan
After implementing the return to work plan, the employee and manager/Director, P&C will monitor and review the plan regularly to ensure that it remains effective. If the accommodation is no longer appropriate, they will reassess the situation (step 2) and update the plan.

Performance Management, Career Development and Redeployment

The Firm is committed to ensure the accessibility needs of employees with disabilities are taken into account with regard to performance management, career development and redeployment processes.

The Firm will consider the following elements:

- Accessibility needs of employees with disabilities, as well as ensuring individual accommodation plans are taken into account when using performance management processes.
- Accessibility needs of employees with disabilities, as well as ensuring individual accommodation plans are taken into account when providing career development and advancement opportunities.
- Accessibility needs of employees with disabilities, as well as ensuring individual accommodation plans are taken into account when redeploying employees with disabilities.

Closing Statements

The Firm's objective is to treat all people in a way that allows them to maintain their dignity and independence, while creating an inclusive work environment for employees to develop their full potential. In accordance with this objective, our Multi-Year Accessibility Plan is posted on our website and will be reviewed and updated at least every 5 years.

For More Information

For more information on this accessibility plan, or for accessible formats please

contact the Director, P&C via email at snt-resume@bakertillysnt.ca, in writing, or by telephone at 705-806-8317.

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.

Note: While business and non-profit organizations with 1-19 employees are not required to submit an accessibility compliance report, they must still comply with the AODA.

Organization information

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

Organization Category (required)	Number of employee range (required)	Reporting year (required)
Business or Non-profit	20-49 employees	2026 BNP

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

How can I find my CRA business number or AODA Identifier?

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 - 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 ↗)

If you do not have a BN9, please contact aoda.assistance@ontario.ca to receive an AODA identifier.

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	Robert Blais, Mark Weiman et al.	36	123773384	Baker Tilly SNT LLP	54 - Professional, Scientific and Technical Services	541 - Professional, Scientific and Technical Services	5412 - Accounting, Tax Preparation, Bookkeeping and Payroll Services

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	Robert Blais, Mark Weiman et al.	1174 St. Jerome Street	N/A	Sudbury	ON (Ontario)	P3A 2V9	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	Robert Blais, Mark Weiman et al.	1174 St. Jerome Street	N/A	Sudbury	ON (Ontario)	P3A 2V9	Canada

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) 2026-11-24

Certifier information

Table 5: 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
Bouffard	Melissa	Chief Financial Officer	705-806-7077	N/A	mebouffard@bakertillysnt.ca	N/A	N/A	N/A

Primary contact for the organization(s)

☐ Check if the primary contact is same as the certifier

Table 6: 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
Mills	Sarah	Manager, Human Resources	705-806-8317	N/A	samills@bakertillysnt.ca	N/A	N/A	N/A

Compliance questions

Customer Service Standards

Question 1. Is your organization in compliance with all applicable requirements of the Customer Service Standards?

☑ Yes ☐ No

Resources for Question 1

- 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 1 (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)

N/A

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.

Note: While business and non-profit organizations with 1-19 employees are not required to submit an accessibility compliance report, they must still comply with the AODA.

Organization information

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

Organization Category (required)	Number of employee range (required)	Reporting year (required)
Business or Non-profit	50+ employees	2026 BNP

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

How can I find my CRA business number or AODA Identifier?

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 - 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 ↗)

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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	SNT Management	72	756096731	N/A	54 - Professional, Scientific and Technical Services	541 - Professional, Scientific and Technical Services	5412 - Accounting, Tax Preparation, Bookkeeping and Payroll Services

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	SNT Management	1174 St.Jerome	N/A	Sudbury	ON (Ontario)	P3A 2V9	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	SNT Management	1174 St.Jerome	N/A	Sudbury	ON (Ontario)	P3A 2V9	Canada

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) 2026-11-24

Certifier information

Table 5: 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
Bouffard	Melissa	Chief Financial Officer	705-806-7077	N/A	mebouffard@bakertillysnt.ca	N/A	N/A	N/A

Primary contact for the organization(s)

☐ Check if the primary contact is same as the certifier

Table 6: 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
Mills	Sarah	Manager, Human Resources	705-806-8317	N/A	samills@bakertillysnt.ca	N/A	N/A	N/A

Compliance questions

General Section

Question 1. Is your organization in compliance with all applicable requirements of the General Section?

☑ Yes ☐ No

Resources for Question 1

- 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↗)
- Sample Multi-year Plan Template (https://forms.mgcs.gov.on.ca/dataset/on00091)
- 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)

N/A

Information and Communications Standards

Question 2. Is your organization in compliance with all applicable requirements of the Information and Communications Standards?

☑ Yes ☐ No

Resources for Question 2

- 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)

N/A

Employment Standards

Question 3. Is your organization in compliance with all applicable requirements of the Employment Standards?

☑ Yes ☐ No

Resources for Question 3

- 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)

N/A

Transportation Standards

Question 4. Does your organization provide transportation services, either directly or through a third party? ☐ Yes ☑ No

Resources for Question 4

- 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)

N/A

Design of Public Spaces Standards

Question 5. Is your organization in compliance with all applicable requirements of the Design of Public Spaces Standards?

☑ Yes ☐ No

Resources for Question 5

- 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)

N/A

Customer Service Standards

Question 6. Is your organization in compliance with all applicable requirements of the Customer Service Standards?

☑ Yes ☐ No

Resources for Question 6

- 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)

N/A