

March 11, 2026

## ACCESSIBILITY COMPLIANCE REPORT

### 1. Missing Information Related to Sections 12(3) and 27(1) of the AODA

- **Section 12(3)** – providing accessible formats and communication supports upon request; and
- **Section 27(1)** – ensuring that workplace emergency response information is provided in an accessible manner to employees with disabilities.

Could you please confirm when information related to these two sections will be added to your policy?

**Response:** This can be found in the updated policy (IASR-AODA Policy) in attachment under the following sections:

*Section 4.1 – Accessing Policies*

*Section 4.2 – Feedback*

*Section 5.1 – Accessible Formats and Communication Support*

### 2. No Information on Service Animals and Support Persons (Section 80.47)

Your policy does not include details about your obligations under **Section 80.47 of the AODA**, which covers:

- permitting **service animals** and
- allowing **support persons** to accompany individuals with disabilities.

**Response:** This can be found in the updated policy (IASR-AODA Policy) in attachment under the following sections:

*Section 8.1 – Use of Service Animals and Support Persons*

### 3. Notice of Disruption Missing (Section 80.48)

There is currently no information in your policy regarding a Notice of Temporary Service Disruption, as required under Section 80.48 of the AODA.

Organizations must outline how they will notify the public when accessible services, features, or facilities are temporarily unavailable.

**Response:** This can be found in the updated policy (IASR-AODA Policy) in attachment under the following section: *Section 9.0 – Notice of Temporary Service Disruption*

#### **4. Confirmation of No Modifications or Renovations Since January 1, 2017**

As discussed, I will need a written confirmation or attestation that no modifications or renovations have been made to your service counters or waiting areas after January 1, 2017. This confirmation is required for our records.

**Response:** This can be found in attachment called **Ornge Attestation 2026**