



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	Niagara Parks Commission	1921	121978324	Niagara Parks Commission	71 - Arts, Entertainment and Recreation	713 - Amusement, Gambling and Recreation Industries	7139 - Other Amusement and Recreation Industries

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	Niagara Parks Commission	7400 Portage Road		Niagara Falls	ON (Ontario)	L2E 6T2	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	Niagara Parks Commission	7400 Portage Road		Niagara Falls	ON (Ontario)	L2E 6T2	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)
-------------	-----------------------	---	---------------------------------------

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
Adames	David	Chief Executive Officer	905-356-2241	2238	dadames@niagaraparks.com			

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
Ball	Kate	Sr Manager, Health, Safety and Compliance	905-295-4396	3255	kball@niagaraparks.com			

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)

Niagara Parks' commitment is captured in our Accessibility policy CPM-02-14. This policy can be viewed on our website at www.niagaraparks.com and is also available in alternate formats upon request. The entire Policy was reviewed by our legal representatives at Fasken before being approved by our CEO in June 2024. The Policy is internally reviewed annually.

With guidance from the Herrington Group, Niagara Parks renewed and updated our Multi-Year Accessibility Plan in 2022. The current Plan will expire at the end of 2026. The Niagara Parks' Multi-Year Accessibility Plan identifies, by division, the steps Niagara Parks has taken and will continue to take, to ensure its goods, services and attractions are accessible to all people of all abilities.

AODA training is a key component of Niagara Parks' annual employee training program and is included in both new employee and returning/existing employee training programs. The AODA training module is reviewed and updated annually. This training addresses all the integrated standards including Customer Service, Information and Communication, Employment, Transportation, and the Design of Public Spaces. Employees are reminded to always treat someone with a disability the way that they would want to be treated and to focus on the person,

Comments for Question (Please provide additional details to support your answer)

instead of their disability. The training also reinforces the importance of never assuming what someone's abilities or barriers might be.

Niagara Parks incorporates accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. This requirement is included in the Procurement Policy CPM-01-03.

Niagara Parks currently prefers a service approach rather than a self serve one but will have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

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)

Feedback regarding the way Niagara Parks provides goods and services to persons with disabilities can be made in a variety of ways including: verbally at our facilities, through the website, via email at accessibility@niagaraparks.com or by writing to: Accessibility Niagara Parks.

Niagara Parks must conform with the international Web Content Accessibility Guidelines including writing web content in plain language,

Comments for Question (Please provide additional details to support your answer)

providing alternate text for images, ensuring someone can navigate a website with just a keyboard, and ensuring documents on the website are formatted so that they can be read by a screen reader. Niagara Parks updated the Accessibility page on our website at the end of October 2024.

Niagara Parks signed an agreement with Accessible Printing to be a vendor to provide alternate accessible formats in December 2024. This contract extends until 2026. New and existing employees will be provided with information in an alternate format upon request. This may include training materials. Notice of the availability of all documents in alternate formats is available on the Niagara Parks website. If a person with a disability requests these documents, they shall be provided in a format that considers the person's disability, as agreed upon by Niagara Parks and the requester. This includes any emergency procedures, plans, or public safety information available to the public.

Individual Emergency Response Plans may be required for employees needing assistance in the case of an emergency or evacuation. Niagara Parks will provide individualized workplace emergency response information to employees with disabilities upon request. Individualized Emergency Response and Evacuation Plans are reviewed on an annual basis, and any changes are documented. With the employee's consent, emergency evacuation information will be shared with anyone designated to help the employee with a disability in an emergency.

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)

Employment Standard requirements are included in CPM-02-14 Accessibility Policy and CPM-05-12 Employment Policy.

All job postings and ads indicate Niagara Parks' commitment to accessible hiring practices and notifies applicants that disability-related accommodations may be available throughout the recruitment and selection process. Upon request, applicants may be accommodated when they are individually selected to participate in an assessment or selection process. If a selected applicant requests an accommodation, we will consult with the applicant and provide or arrange for the provision of a suitable accommodation. When an offer of employment is made, the successful candidate will be provided with Niagara Parks policies which outline the process for requesting a workplace accommodation.

Employees may be entitled to accommodation, upon request. Once an employee's accommodation request has been formalized, an individual accommodation plan will be completed to document the accepted accommodations and provide information on additional documentation requirements, prognosis and treatment. Niagara Parks will endeavour to accommodate employees with documented disabilities throughout all stages of employment, including performance management, career development, training, and reassignment. Individual accommodation plans will be updated as required. Employee accommodation requirements will be considered when providing on-the-job training and when conducting the annual Performance Appraisal Process (for example, employees may require training or appraisal material in an alternate format such as large print), or during an exit interview.

Individual Emergency Response Plans may be required for employees needing assistance in the case of an emergency or evacuation. Niagara Parks will provide individualized workplace emergency response information to employees with disabilities upon request.

Comments for Question (Please provide additional details to support your answer)

Transportation Standards

- Does your organization provide transportation services, either directly or through a third party? ☒ Yes ☐ No
- Is your organization in compliance with all applicable requirements of the Transportation Standards? ☒ 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)

Niagara Parks makes information available to the public about accessibility equipment and features of vehicles, routes, and services. This information is available on the WEGO section of the Niagara Parks website and also provided to passengers with disabilities as requested. Each WEGO bus meets all technical requirements of the Transportation Standard. Each WEGO bus has tie-down equipment for wheelchairs and scooters, lowering floor capability for easy entry and departure, grab bars and handrails, as well as accessible stop request buttons, warning strips on stairs, stable floor surfaces, enhanced lighting, both interior and exterior, warning indicators and alarms, clear route signage, priority seating, and both audio and video next stop announcements.

Niagara Parks does not charge a fare to support persons who accompany a passenger with a disability.

Additionally, the Falls Incline Railway provides year-round accessible transportation between Niagara Parks property, and the Fallsview Tourism district. The design of the Incline allows all visitors to enter the carriages with no difficulty because the floor of the Incline is the same level as the

Comments for Question (Please provide additional details to support your answer)

outside platform. The gates are extra wide to let a wheelchair or a scooter to go on. Built-in straps on the carriers offer extra security for mobility devices. If the Incline Railway is not operational, WEGO buses are available to shuttle passengers.

Transportation employees are trained on the safe use of accessibility equipment and features associated with WEGO buses and the Incline Railway and on emergency response procedures that provide for the safety of persons with disabilities.

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)

Niagara Parks shall consult on the following before constructing new or redevelop existing recreational trails the slope of the trail, the need for, and location of, ramps on the trail, the need for, location and design of rest areas, passing areas, viewing areas, amenities on the trail, and any other pertinent feature. Requirements for new or redeveloped outdoor public use eating areas and outdoor play spaces would be incorporated.

Comments for Question (Please provide additional details to support your answer)

Niagara Parks maintains compliance with accessible parking requirements.

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)

CPM-02-14 Accessibility Policy includes Niagara Parks' commitment to providing goods and services to people with disabilities.

Niagara Parks employees are trained to understand that goods or services must be provided in a manner that respects the dignity and independence of people with disabilities and to treat each person as an individual and focus on the person, instead of their disability. Employees are also trained to not assume that they know what someone's abilities or barriers are.

Support persons are welcomed free of charge at all Niagara Parks attractions and transportation systems when accompanying a visitor with a disability. Support persons are not required to provide any documentation.

Comments for Question (Please provide additional details to support your answer)

Service animals are allowed everywhere in Niagara Parks, unless it's prohibited by law.

Temporary service disruptions may happen at Niagara Parks facilities. Whether the disruption is planned or unexpected, Niagara Parks will provide as much notice to the public as possible. A Notice of Service Disruption will include information about the reason for the disruption, its anticipated duration, and a description of alternative services, if available.

In the event of a long-term disruption, information will also be posted on the Niagara Parks website.

Feedback regarding the way Niagara Parks provides goods and services to persons with disabilities can be made in a variety of ways including: verbally at our facilities, through the website, via email at accessibility@niagaraparks.com or by writing to: Accessibility Niagara Parks.

Notice of the availability of all documents in alternate formats is available on the Niagara Parks website. If a person with a disability requests these documents, they shall be provided in a format that considers the person's disability, as agreed upon by Niagara Parks and the requester.