



MULTI-YEAR ACCESSIBILITY PLAN 2018-2023

This document is available in alternate formats upon request.

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The Halton Regional Police Service is recognized as one of the leading police agencies in the areas of diversity and community policing initiatives, and is committed to ensuring Halton Region remains as safe tomorrow as it is today.

One Vision
One Mission
One Team

Table of Contents

4	Statement of Commitment
4	About the Halton Regional Police Service
5	Definitions
6	Background
6	The Legislation
8	The Development Process
9	Table of IASR Compliance
19	Next Steps
20	Contact Information
20	Police Facilities
20	More Information



STATEMENT OF COMMITMENT

The Halton Regional Police Service is committed to treating everyone in a manner that allows them to maintain their dignity and independence. The Service believes in integration and equal opportunity, and is committed to meeting the needs of people with disabilities in a timely manner.

Further, the Halton Regional Police Service is committed to meeting the objectives and requirements of *Ontario Regulation 191/11, Integrated Accessibility Standards (IASR)* under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*; and the ongoing identification, removal and prevention of barriers to people with disabilities.

The Halton Regional Police Service will continue to enhance the accessibility of our programs and services through community partnerships and by increasing our awareness of the needs of people with disabilities to ensure we are meeting the needs of the community we serve.

HALTON REGIONAL POLICE SERVICE

The Halton Regional Police Service (HRPS) contributes to the safety and well-being of approximately 570,000 residents in the City of Burlington, the Town of Halton Hills, the Town of Milton and the Town of Oakville.

Halton Region at a Glance

- Land area: 972.83 sq km
- Population (2014): 530,994
- Increase in population (2006-2014): 92,102
- Population growth forecast (2011-2021): 131,049 or 26.6%
- Lake Ontario shoreline frontage: 25 km
- Number of hospitals: 4
- Uniform strength: 667
- Civilian strength: 290.5
- Uniform strength: population: 1:796





DEFINITIONS

Accessible Format: May include, but is not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities **(O. Reg. 191/11 s.2)**.

Assistive Device: An implement used to aid individuals with physical disabilities or limitations in performing movements, tasks, or activities, which include, but are not limited to, hearing aids, prosthetics, eyeglasses, respiratory devices, canes and walkers.

Barrier: Means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice **(AODA s.2)**.

Communications: For the purposes of this document, means the interaction between two or more persons or entities, or where information is provided, sent or received **(O.Reg.191/11 s.9)**.

Communication Supports: May include, but are not limited to, captioning, alternate and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications **(O.Reg.191/11 s.9)**.

Disability: Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment. Physical reliance on a guide dog or other animal, on a wheelchair or other remedial appliance/device. A condition of mental impairment or a developmental disability:

- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act **(AODA s.2)**.

Information: Data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning **(O. Reg. 191/11 s.9(1))**.

Member: Continuing full-time and part-time employees of the Service, as well as temporary full-time, part-time and as-required employees of the Service;

Organization: Any organization in the public or private sector and includes: the Government of Ontario and any board, commission, authority or other agency of the Government of Ontario, any agency, board, commission, authority, corporation or other entity established under an Act, a municipality, an association, a partnership and a trade union, or any other prescribed type of entity **(AODA s.2)**.



BACKGROUND



The *Accessibility for Ontarians with Disabilities Act* (AODA) became law in 2005. The AODA aims to have an accessible Ontario by 2025 through the implementation of mandatory accessibility requirements that organizations must meet in various areas.

In June 2011, the Ontario government released the *AODA Integrated Accessibility Standards Regulation* (IASR) which resulted in the harmonization of several accessible standards. These standards include: Information and Communication, Employment, Transportation, Design of Public Spaces and Customer Service.

This document responds to section 4 of the IASR which requires obligated organizations to develop a multi-year accessibility plan outlining how the requirements of the IASR will be met.

The Halton Regional Police Service is committed to meeting compliance with all standards and the continual improvement of access to Service facilities, policies, programs, practices and services for employees, volunteers and members of the community with disabilities.

THE LEGISLATION

Recently Enacted Regulatory Requirements

Ontario Regulation 191/11-Integrated Accessibility Standards (IASR)

The IASR was enacted in July 2011. It includes a number of general and specific accessibility requirements in the areas of Information and Communication, Employment, Transportation, Design of Public Spaces and Customer Service. The requirements have compliance dates ranging from when the IASR was enacted (July 2011) to the year 2021. The requirements apply to the public, private and not for profit sectors.

The sections of the IASR that most impact the Halton Regional Police Service are those related to Information and Communication, Employment and Customer Service. As the Service is not a provider of public transit, the transportation requirements do not readily apply; however, whenever possible the Service will provide accessible transportation if required. The categories and requirements addressed in the Regulation (except those related to accessible transportation) are summarized in this document.



IASR General Requirements

- Develop an integrated accessibility standards policy
- Develop a multi-year accessibility plan
- Annual reporting on the progress of the multi-year accessibility plan
- Train staff and volunteers on the requirements of the Regulation and the Ontario Human Rights Code, as it pertains to people with disabilities
- Ensure that accessibility considerations and features are reflected in procurement processes

IASR Information and Communications

This section reflects requirements for organizations to create, provide and receive information and communications in ways that are accessible to people with disabilities. The specific requirements include the following:

- Ensure that feedback processes are accessible, upon request
- Provide accessible formats and communication supports, upon request
- Provide publicly available emergency procedure, plans or public safety information in accessible formats, upon request
- Improve the accessibility of websites and web content

IASR Employment

This section of the IASR requires employers to provide for accessibility across all stages of the employment cycle and integrate accessibility into regular workplace processes. The specific requirements include the following:

- Notify employees and the public of the availability of accommodation for applicants with disabilities in recruitment and assessment processes
- Notify successful applicants of the availability of accommodations
- Inform employees of policies to provide support to employees with disabilities
- Provide accessible formats and communication supports for employees with disabilities
- Provide workplace emergency response information to employees with disabilities
- Establish processes to develop documented individual accommodation plans
- Develop a return to work process for employees who have been absent from work due to a disability or who require disability-related accommodations to return to work
- Consider the accessibility needs of employees with disabilities and accommodation plans in performance management processes, when providing career development opportunities or when considering redeployment



IASR Customer Service

This section of the IASR requires:

- all employees and volunteers, as well as, everyone who provides goods or services on behalf of the organization, regardless of whether or not they interact with the public, receive training on providing customer service to persons with disabilities
- the development, implementation and maintenance of policies governing the provision of goods and services and facilities to persons with disabilities
- ensuring that a person with a disability who is accompanied by a service animal or support person are permitted to enter the premises
- ensuring that notice of temporary disruptions to services or facilities are made to the public

INTEGRATED ACCESSIBILITY STANDARDS POLICY & MULTI-YEAR ACCESSIBILITY PLAN — THE DEVELOPMENT PROCESS

The Halton Regional Police Service has developed an Integrated Accessibility Standards Policy. As required by the IASR, it includes a statement of organizational commitment and sections that set out the Service’s obligations in relation to General Requirements, Information and Communication, Employment, Transportation, Design of Public Spaces and Customer Service.

Similarly this document, the Halton Regional Police Multi-Year Accessibility Plan, was developed to set out the actions the Service will take to achieve compliance with the IASR.

The development of the Halton Regional Police Integrated Accessibility Standards Policy and the Halton Regional Police Multi-Year Accessibility Plan was guided by, and is in keeping with, interpretative materials and resources issued by the Accessibility Directorate of Ontario, Ministry of Community and Social Services.

The following tables set out the actions the Halton Regional Police Service will continue to take to address the IASR and achieve compliance.





TABLE OF IASR COMPLIANCE

Part I — General Requirements

Regulatory Compliance	Compliance Deadline	Actions Completed and/or to be Taken
<p>Develop accessibility policies</p> <ul style="list-style-type: none"> Develop, implement and maintain accessibility policies, including a statement of organizational commitment Make policies publicly available 	<p>January 1, 2013 (Ongoing)</p>	<p>The Service has developed a policy that addresses the requirements in the Integrated Accessibility Standards Regulation (IASR) and includes a statement of organizational commitment.</p> <p>This policy has been posted on the HRPS website and will be made available in an accessible format upon request.</p>
<p>Develop a multi-year accessibility plan</p> <ul style="list-style-type: none"> Establish, implement, maintain and document a multi-year accessibility plan Post multi-year accessibility plan on website and provide in an accessible format, upon request 	<p>January 1, 2013 (Ongoing)</p>	<p>A multi-year accessibility plan that sets out how the HRPS will comply with requirements of the IASR has been developed.</p> <p>It has been posted to the HRPS website and will be made available in an accessible format upon request.</p> <p>The plan will be reviewed and updated every five years to ensure that compliance requirements are met.</p>
<p>Report annually on the multi-year accessibility plan</p> <ul style="list-style-type: none"> Prepare an annual status report on progress of measures in the multi-year accessibility plan Post on website and provide in an accessible format, upon request 	<p>Annually</p>	<p>An annual status report on the progress of multi-year accessibility plan will be developed and placed on the Service's website and will be made available in an accessible format upon request.</p>
<p>Incorporate accessibility in procuring or acquiring goods, services or facilities</p> <ul style="list-style-type: none"> Incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so 	<p>January 1, 2013 (Ongoing)</p>	<p>Wording in procurement documents will be reviewed and updated, as required, to reflect requirements of IASR.</p> <p>Resources are being developed to assist members in considering accessibility criteria and features in procurement processes and decisions.</p> <p>The service will ensure that any kiosks that are used to provide services to its stakeholders are equipped with accessibility features.</p>



Regulatory Compliance

Compliance Deadline

Actions Completed and/or to be Taken

Training

- Ensure that training on the IASR and the Human Rights Code is provided to employees, volunteers, persons who participate in developing policies and others who provide goods, services or facilities on behalf of organization

January 1, 2014

The Service will deliver and monitor training on the IASR and Human Rights Code for all employees and volunteers. The Service has made this training mandatory for all employees, and will ensure that volunteers and other persons receive appropriate training in relation to their duties. The Service, through the Training Bureau will ensure that records of completed training are kept and maintained.

Part II — Information and Communications Standards

Regulatory Compliance

Compliance Deadline

Actions Completed and/or to be Taken

Feedback processes

- Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing/arranging for accessible formats and communication supports, upon request
- Notify the public about the availability of accessible formats and communication supports

January 1, 2014 (Ongoing)

The Service has developed and implemented strategies to ensure that feedback by persons with disabilities is received and responded to. These forms are available to the general public on the Service’s website; or, upon request at any Service facility. The Service has developed strategies to provide or arrange for the provision of accessible formats and communication supports, upon request. This will include opportunities for improvement in future customer service plans, policies and initiatives. Existing feedback processes and wording on the Service’s website on the availability of accessible documents to be reviewed and updated, as required.

Accessible formats and communication supports

- Upon request, provide for provision of accessible formats and communication supports for persons with disabilities
- Notify the public about the availability of accessible formats and communication supports

January 1, 2015 (Ongoing)

Already existing procedures regarding documents in alternate formats and American Sign Language interpretation will be reviewed to determine if they require updating based on the IASR. Wording on the Service’s website on the availability of accessible formats will be reviewed and updated, as required.



Regulatory Compliance

Compliance Deadline

Actions Completed and/or to be Taken

Emergency procedures, plans or public safety information

- Provide emergency procedures, plans or public safety information, that are available publicly, in an accessible format or with appropriate communication supports, upon request

January 1, 2012
(Ongoing)

The Service will offer emergency or public safety information in accessible formats or with communication supports upon request.

Accessible websites and web content

- New website and content available
- Notify the public about the availability of accessible formats and communication supports
- Websites and web content to conform to WCAG 2.0 Level AA

January 1, 2014

Through Corporate Communications, the Service's website has been redesigned to make it accessible and it meets the Web Content Accessibility Guidelines (WCAG) 2.0.

January 1, 2021

Information regarding the availability of alternate formats and how to request them will be provided for any non-accessible content/documents.

The Service will develop, review and enhance Web Standards and Accessible Communication Policies that will include accessible web design practices; and will establish expectations and guidelines for staff to create accessible web content and web pages.

Work is underway to achieving WCAG Level AA compliance for the website by 2021.



Part III — Employment Standards

Regulatory Compliance	Compliance Deadline	Actions Completed and/or to be Taken
<p>Recruitment: Assessment of selection process</p> <p>Employers shall:</p> <ul style="list-style-type: none"> • During the recruitment process, notify job applicants that accommodations are available upon request in relation to the materials or process to be used • Consult with the applicant and provide suitable accommodation in a manner that takes into account the applicant's accessibility needs due to his/her disability • Notify employees and the public about the availability of accommodation for applicants with disabilities in recruitment process 	<p>January 1, 2014 (Ongoing)</p>	<p>Human Resource staff advises individuals who are selected to participate in interviews of the availability of accommodations.</p> <p>Wording on the Service's website (Join Us page) and in job postings has been updated to reflect what applicants are to do should they require accommodation due to a disability.</p> <p>A statement notifying successful applicants of policies for accommodating employees with disabilities is added to offer letters or reiterated verbally if the offer is made in person or by telephone.</p>
<p>Inform employees of supports</p> <ul style="list-style-type: none"> • Inform employees of its policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability • Provide the information required to new employees as soon as practicable after they begin employment • Provide updated information for its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability 	<p>January 1, 2014 (Ongoing)</p>	<p>The Service, through current policies, procedures and onboarding practices, is meeting these requirements.</p> <p>The Service will ensure that these processes are clearly documented, revised, enhanced and communicated to members throughout the organization who participate in recruitment, staffing, redeployment related activities and performance management activities.</p> <p>The Service, through the use of SharePoint Bulletins will inform members of any change to existing policies or procedures relating to job accommodations due to a disability.</p>



Regulatory Compliance

Compliance Deadline

Actions Completed and/or to be Taken

Accessible formats and communication supports for employees

January 1, 2014
(Ongoing)

- Where an employee with a disability so requests it, the employer shall consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for:
 - a. Information that is needed in order to perform the employee's job
 - b. Information that is generally available to employees in the workplace
- Consult with the employee making the request in determining the suitability of an accessible format or communication support

The Service, through current policies, procedures, and practices, is already meeting these requirements.

The Service will ensure that these processes are clearly documented, revised, enhanced and communicated to employees and management throughout the organization who participate in recruitment, staffing, redeployment related activities and performance management activities.

Workplace emergency response information

January 1, 2012
(Ongoing)

Employers shall:

- Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability
- Provide the workplace emergency response information to the person designated by the employer to provide assistance
- Provide the information required as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability
- Provide the information required as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability

The Service has developed and implemented policies and practices to fulfill this requirement and will continue to provide, review and enhance individualized workplace emergency response information to ensure that employees with disabilities are accommodated.

A process has been put in place in policy for employees to self-identify so that a workplace emergency response plan can be developed.



Regulatory Compliance

**Compliance
Deadline**

**Actions Completed and/or
to be Taken**

- Review the individualized workplace emergency response information:
 - a. When the employee moves to a different location in the organization when the employee’s overall accommodation needs or plans are reviewed
 - b. When the employer reviews its general emergency response policies

Documented individual accommodation plans

January 1, 2014

- Employers shall develop and have in place a written process for the development of documented accommodation plans for employees with disabilities

The process shall include the following elements:

- The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan
- The means by which the employee is assessed on an individual basis
- The manner in which the employer can request evaluation by an outside medical or other expert, at the employer’s expense, to assist the employer in determining if accommodation can be achieved and how
- The manner in which the employee can request the participation of a representative from their bargaining agent or other representative from the workplace, where the employee is not represented by a bargaining agent in the development of the accommodation plan
- The steps taken to protect the privacy of the employee’s personal information

The Service’s existing Work Accommodation Policy and Plan will be reviewed and updated, as required. This process is facilitated through the Region of Halton Employee Health, Safety and Wellness Team.

Individual plans are incorporated into all transitional modified work and permanent accommodation programs.

There is ongoing communication with employees regarding the processes for getting their needs met regarding disability accommodation at any time during their employment.

The Service has documented the process to be followed for developing individual accommodation plans and will review and update it annually to ensure that all AODA requirements are met.

There are processes in place for employees to request information in accessible formats upon request.

Emergency response plans will be incorporated into all modified work/ permanent accommodation plans as required.



Regulatory Compliance

Compliance Deadline

Actions Completed and/or to be Taken

- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done
- If an individual accommodation is denied, the manner in which the reasons for the denial will be communicated with the employee
- The means of providing an accommodation plan in a format that takes into account the employee’s accessibility needs due to disability
- The individual accommodation plan shall:
 - a. If requested, include any information regarding accessible formats and communication supports provided as described in s.26
 - b. If required, include individualized workplace emergency response information, as described in s.27
 - c. Identify any other accommodation that is to be provided

Return to work process

January 1, 2014

The Service has policy in place that meets this requirement.

This process is facilitated through the Region of Halton Employee Health, Safety and Wellness Team.

The Service will continue to review and enhance these processes regularly to ensure that the requirements for the AODA are met and employees with disabilities are accommodated.

Employers shall:

- Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work
- Document the process



Regulatory Compliance

**Compliance
Deadline**

**Actions Completed and/or
to be Taken**

The return to work process shall:

- Outline the steps the employer will take to facilitate the return to work of employees who were absent because his/her disability required them to be away from work
- Use documents in individual accommodation plans, (section 28) as part of the process

Performance management, career development and redeployment

January 1, 2014

IASR policy reflects the requirements for performance management, career development and redeployment. Existing policies associated with career development and redeployment will be reviewed and updated, as required.

An employer that uses performance management in respect of its employees shall:

- Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities
- Take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities

An employer that uses redeployment shall:

- Take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying



Part IV — Design of Public Spaces Standard

Regulatory Compliance	Compliance Deadline	Actions Completed and/or to be Taken
Exterior paths of travel	January 1, 2016	Not applicable - responsibility of the applicable Town/City.
Accessible parking	January 1, 2016	Will be provided in accordance with the Design of Public Spaces standard.
Service counters, fixed queuing guides and waiting areas	January 1, 2016	Service counters/waiting areas in all HRPS facilities are accessible. Counters/waiting areas in new facilities will also be accessible. Any kiosks installed will also be accessible.

Part V — Transportation

Regulatory Compliance	Compliance Deadline	Actions Completed and/or to be Taken
Accessible transportation	July 1, 2011	The Halton Regional Police Service will provide accessible transportation to persons with a disability whenever possible.

Part VI —Customer Service

Regulatory Compliance	Compliance Deadline	Actions Completed and/or to be Taken
Establishment of policies <ul style="list-style-type: none"> Development, implement and maintain policies governing the provision of goods, services and facilities to persons with disabilities 	July 1, 2016	



Regulatory Compliance

Compliance Deadline

Actions Completed and/or to be Taken

Use of service animals and support persons

July 1, 2016

Existing accessibility policies, procedures and training reflect requirements regarding service animals and support persons.
Updates as required, are being done to align with changes to the regulatory framework.

- Ensure that a person with a disability who is accompanied by a guide dog/service animal is permitted to enter premises with the animal and keep it with them unless otherwise excluded by law
- When a person with a disability is accompanied by a support person, ensure that both persons are permitted to enter the premises together

Notice of temporary disruptions

July 1, 2016

This requirement is addressed in policy and accessibility training information.

- Provide public notice of disruptions to services or facilities

Feedback process

July 1, 2016

This requirement is addressed in policy and accessibility training information.

- Establish a process for receiving and responding to feedback about the manner in which goods and services are provided to persons with disabilities

Training

July 1, 2016

Training is ongoing in regards to accessible customer service and regulatory requirements.
Procurement agreements we address the training requirement for those who provide goods or services on behalf of the Service but are not employees or volunteers.

- All employees (including volunteers, interns, students, etc.) as well as everyone who provides goods or services on behalf of the organization, regardless of whether or not they interact with the public, must receive training on providing customer service to persons with disabilities

Format of documents

July 1, 2016

This requirement is addressed in policy.
The website has been updated to provide public notification that accessible formats and communication supports are available.

- Provide or arrange for documents or information contained in the documents in accessible formats or with a communication support. In a timely manner at a cost that is no more than the regular cost to other people



NEXT STEPS

The Halton Regional Police Service will continue to work toward meeting the requirements in the IASR and undertaking other activities to remove and eliminate barriers to people with disabilities.

These activities include the following:

- Submit a bi-annual compliance report as required by the Provincial Government by the December 31 of that year
- Provide training on the IASR
- Seek input from Halton Region in identifying and removing barriers to people with disabilities with respect to HRPS' programs, services and facilities
- Engage Halton Region's Employee Health, Safety and Wellness Team (EHSWT) to assist with return to work processes
- Monitor the development of accessibility enhancements to the Ontario Building Code and changes to accessibility legislation, and reporting to Senior Command
- Continue to share information and network with community partners, provincial agencies and other police services including the Local and Regional Accessibility Committee and the Ontario Network of Accessibility Professionals
- Consider the viability of obtaining business cards that include braille print
- Continue to enhance programs that support vulnerable persons including:
 - a. The Vulnerable Person Registry
 - b. Project Lifesaver Halton
 - c. Community Safety and Well-Being Planning



CONTACT INFORMATION

Emergency	911
Non-Emergency	905.825.4777
North Halton	905.878.5511
TDD/TTY	1.800.990.8199
AODA Coordinator	905.825-4777 ext. 5999
Website	www.haltonpolice.ca
Twitter	@HaltonPolice

Police Facilities

Regional Headquarters	1151 Bronte Road Oakville, Ontario L6M 3L1	Tel: 905.825.4777
1 District — Georgetown (11 Division)	217 Guelph Street Georgetown, Ontario L7G 4A8	Tel: 905.878.5511
1 District — Acton (10 Division Substation)	315 Queen Street Halton Hills, Ontario L7J 1R1	Tel: 519.853.5060
1 District — Milton (12 Division)	490 Childs Drive Milton, Ontario L9T 5G2	Tel: 905.825.4747 ext. 2405
2 District — Oakville	95 Oak Walk Drive Oakville, Ontario L6H 0G6	Tel: 905.825.4747 ext. 2205
3 District — Burlington	3800 Constable Henshaw Blvd. Burlington, Ontario L7M 3Y2	Tel: 905.825.4747 ext. 2305

Where can I get more information about the Accessibility for Ontarians with Disabilities Act, 2005?

Questions can be directed to:

Accessibility Directorate of Ontario
Ministry of Community and Social Services
777 Bay Street, Suite 601A
Toronto ON M7A 2J4

Additional information available on-line at: www.ontario.ca/accession

Phone: 1.888.520.5828
TTY/TDD: 1.888.335.6611
Fax: 416.325.9620