

Organization category Designated Public Sector

Number of employees range 50+

Filing organization legal name St. Joseph's Care Group

Filing organization business number (BN9) 108025982

Fields marked with an asterisk (\*) are mandatory.

## B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at [ontario.ca/accessibility](https://ontario.ca/accessibility)

Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

If you are a municipality submitting this report, and submitting on behalf of local boards, please indicate which boards below.

## C. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* 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 \*

Certification date (yyyy-mm-dd) \* 2025-05-26

### Certifier information

Last name \*

Lyon

First name \*

Ashley

Position title \*

Director

Business phone number \*

807-346-2366

Extension

☐ Check here if TTY

Email *	Alternate phone number	Extension	Fax number
ashley.lyon@tbh.net			

### Primary contact for the organization(s)

☒ Check if the primary contact is same as the certifier

Last name *	First name *
Lyon	Ashley

Position title *	Business phone number *	Extension	<input type="checkbox"/> Check here if TTY
Director	807-346-2366		

Email *	Alternate phone number	Extension	Fax number
ashley.lyon@tbh.net			

## D. Accessibility compliance report questions

### Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

### General

1. Is your organization in compliance with all applicable requirements of the General Section? \* ☒ Yes ☐ No

[Read O. Reg. 191/11, Part I: General](#)

[Learn more about your requirements for question 1](#)

[Use this self-assessment tool to identify which requirements apply to your organization under the General Requirements](#)

Comments for question 1 St. Joseph's Care Group (SJCG) ensures that our commitment to accessibility is made publicly available with public access to our SJCG Accessibility Plan, Annual Status Reports, Accessibility policies and accessible resources.

See link below to external accessibility page:  
<https://sjcg.net/accountability/accessibility.aspx>

Further, SJCG has a dedicated corporate Accessibility Steering Committee. The purpose of the Accessibility Steering Committee is to provide a forum for discussion and recommendations related to improving accessibility for people with disabilities within SJCG, in keeping with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and related AODA standards. The committee has representation of staff from across the organization as well as client and family partner representation.

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## Information and communications

2. Is your organization in compliance with all applicable requirements of the Information and Communications Standards? \* ☒ Yes ☐ No

[Read O. Reg. 191/11, Part II: Information and communications standards](#)

[Learn more about your requirements for question 2](#)

[Use this self-assessment tool to identify which requirements apply to your organization under the Information and Communications Standards](#)

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Comments for question 2 SJCG is committed to providing inclusive and barrier-free access to information, documentation, programs and services. SJCG shall, upon request and in consultation with the person making the request, make available any public document including public emergency procedures, plans, and safety information in an accessible format.

Accessible formats and / or communication supports will be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.

Located on our external accessibility web page is a form that can be completed to request any information in an accessible format. See link: [https://sjcg.net/documents/forms/accessibility/Forms\\_A-36\\_Accessible-Format-Request-Form.pdf](https://sjcg.net/documents/forms/accessibility/Forms_A-36_Accessible-Format-Request-Form.pdf)

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## Employment

3. Is your organization in compliance with all applicable requirements of the Employment Standards? \* ☒ Yes ☐ No

[Read O. Reg. 191/11, Part III: Employment Standards](#)

[Learn more about your requirements for question 3](#)

[Use this self-assessment tool to identify which requirements apply to your organization under the Employment Standards](#)

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Comments for question 3 SJCG policy - Accommodating Workers with Disabilities (HR-70) reflects information and process related to individual workplace plans for employees with a disability. Further, HR 7-30 reflects information and process related to the employee accommodation process with a written process to include all 8 elements for the accommodation process and the process for creating an individualized workplace emergency response plan.  
see link: <https://intranet.sjcg.net/getattachment/a13f5eba-9fa8-48af-8bda-5b2dc4344168/HR-07-030>

Further, the IASR training that all staff complete, includes training and information on the Ontario Human Rights Code, Customer Service and the AODA. All staff, students and volunteers have to engage in mandatory accessibility training prior to commencing work at SJCG.

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## Transportation

4. Is your organization in compliance with all applicable requirements of the Transportation Standards? \*

☒ Yes

☐ No

[Read O. Reg. 191/11, Part IV: Transportation standards](#)

[Learn more about your requirements for question 4](#)

[The Transportation Standards Reference Guide provides information about accessibility requirements from the Transportation Standards](#)

Comments for question 4

SJCG ensures that all transportation services it provides or arranges are accessible and meet the needs of persons with disabilities. In accordance with the applicable requirements, SJCG:Ensures that transportation vehicles are accessible to individuals with mobility aids and assistive devices;Provides information about accessibility features of transportation services in accessible formats upon request;Trains staff involved in the provision of transportation services on the safe and respectful assistance of persons with disabilities; and maintains procedures to support the temporary replacement or repair of accessibility features to ensure minimal disruption to service. Through these measures, SJCG continues to uphold its commitment to accessibility, inclusion, and compliance with all applicable legislative requirements under the Transportation Standards.

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## Design of public spaces

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

☒ Yes

☐ No

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 5](#)

[The DOPS Reference Guide provides an overview of the scope, applicability and specific requirements of DOPS](#)

Comments for question 5

SJCG ensures that all newly constructed and redeveloped public spaces, both indoor and outdoor, meet or exceed the accessibility requirements set out in the legislation. Existing spaces are maintained in compliance with applicable standards to promote accessibility and inclusion for all individuals. In accordance with the regulation, SJCG:Designs and maintains outdoor public areas such as walkways, ramps, accessible parking, and recreational spaces to meet required accessibility criteria; Ensures accessible entrances, interior paths of travel, and service areas within facilities; Provides accessible seating, waiting areas, and rest areas where applicable; Implements procedures for the maintenance and timely repair of accessible elements in public spaces; and Incorporates accessibility considerations in all planning, design, and renovation projects

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## Customer Service

6. Is your organization in compliance with all applicable requirements of the Customer Service Standards? \* ☒ Yes ☐ No

[Read O. Reg. 191/11 Part IV.2: Customer Service standards](#)

[Learn more about your requirements for question 6](#)

[Use this self-assessment tool to identify which requirements apply to your organization under the Customer Service Standards](#)

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Comments for question 6	<p>As outlined in SJCG policy - Accessibility - Customer Service (AD-1-161), SJCG provides training to all staff, volunteers and students providing goods and services to persons with disabilities as prescribed by the AODA, 2005.</p> <p>The ISAR training that all staff complete, includes training and information on the Ontario Human Rights Code, Customer Service and the AODA. All staff, students and volunteers have to engage in mandatory accessibility training prior to commencing work at SJCG. This training covers all of the above stated training requirements.</p> <p>Further, accessible formats and/or communication supports will be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.</p> <p>Staff are trained to work with the person with the disability to ensure care needs are being met. As an organization we welcome service animals (Animals at SJCG Policy AD-6-10).</p>
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