



# Municipality of Northern Bruce Peninsula

## Council Report

**Report Number:** DC 26-01

**Subject:** 2025 Accessibility Compliance Report

**From:** Lindsay Forbes, Deputy Clerk

**Date:** January 12, 2026

**Recommendation:**

That Council receives Report No. DC 26-01 Re: 2025 Accessibility Compliance Report, as information.

**Background:**

The Municipality completes an Accessibility Compliance Report every two years, as required under the Accessibility for Ontarians with Disabilities Act (AODA). The 2025 report outlines the Municipality's progress in meeting accessibility standards across information and communications, employment, transportation, the design of public spaces, and customer services.

This report provides an overview of completed initiatives, ongoing work, and legislative requirements to ensure continued compliance and improved accessibility for residents, visitors, and employees.

**Comments:**

Council was presented with report DC 25-08 Re: Annual Status Report of the Multi-Year Accessibility Plan – 2025 on December 8, 2025, where several initiatives were highlighted including, new accessible playgrounds, docks at the Lion's Head Marina, and upgraded sidewalks.

The 2025 Compliance Report was structured around questions addressing compliance with various sections of the Integrated Accessibility Standards Regulation (IASR). While the Municipality met requirements in areas such as accessibility policies and plans,

customer service, transportation, and employment, some gaps were identified in compliance with the Information and Communication Standards and the Design of Public Spaces.

The Municipality's areas of non-compliance under the Information and Communication Standards pertain to the Web Content Accessibility Guidelines (WCAG 2.0). Under O. Reg. 191/11, s. 14(2), designated public sector organizations and large organizations must ensure their websites and web content conform with WCAG 2.0. In 2025, the Municipality retained GrackleDocs Inc. to conduct a third-party audit of the municipal website and web content, and to provide staff training on creating accessible web content. The audit identified several non-accessible elements, including issues with both the website platform and staff-generated content. Both staff and the website provider are taking active steps to achieve full compliance with these standards.

Areas of non-compliance with the Design of Public Spaces Standards relate primarily to outdoor locations, including beach access routes, sidewalks, and walkways. Staff are actively working to address these issues through ongoing sidewalk projects and the planned procurement of MobiMats to improve beach access. Both initiatives will help create fully accessible routes throughout the community.

The 2025 Accessibility Compliance Report will be posted on the municipal website following Council's review, as required under AODA regulations. This ensures the Municipality remains compliant with public accessibility reporting requirements.

**Budget Implications:**

Funding to support accessibility projects is allocated annually through the budget process.


**Attachments:**

- 2025 Accessibility Compliance Report

**Municipal Strategic Commitment:**

1. Creating a strong & resilient economy
2. Maintaining a transparent & responsible government.
3. Supporting the sustainability of environment and infrastructure.
4. Building a safe & vibrant community

Respectfully submitted:

A handwritten signature in cursive script that reads "Lindsay Forbes". The signature is written in black ink and is positioned above a solid black horizontal line.

Lindsay Forbes  
Deputy Clerk

Reviewed by:

Alexandra Croce

Alexandra Croce  
Municipal Clerk

Approved by:

Peggy Van Mierlo-West

Peggy Van Mierlo-West,  
Chief Administrative Officer

## 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](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	The Corporation of the Municipality of Northern Bruce Peninsula	90	878041425	The Corporation of the Municipality of Northern Bruce Peninsula	91 - Public Administration	913 - Local, Municipal and Regional Public Administration	9139 - Other Local, Municipal and Regional Public Administration

## 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	The Corporation of the Municipality of Northern Bruce Peninsula	56 - 56 Lindsay Rd 5		Lion's Head	ON (Ontario)	N0H 1W0	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	The Corporation of the Municipality of Northern Bruce Peninsula	56 - 56 Lindsay Rd 5		Lion's Head	ON (Ontario)	N0H 1W0	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)
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## 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
Van Mierlo-West	Peggy	Chief Administrative Officer	833-793-3537	225	cao@northernbruce.ca			

## 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
Forbes	Lindsay	Deputy Clerk	833-793-3537	260	deputyclerk@northernbruce.ca			

**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)

The Municipality of Northern Bruce Peninsula is in compliance with the General Requirements of Ontario Regulation 191/11 through its ongoing commitment to accessibility. The Municipality ensures consistent accessibility training for staff and applicable partners, regularly reviews and evaluates its policies and practices, and actively consults with members of the public, including persons with disabilities. These measures support continuous improvement and ensure that accessibility considerations are integrated into municipal operations and service delivery.

**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 ↗](https://www.ontario.ca/laws/regulation/110191#BK8))
- Accessible Educational and Training Resources and Materials Checklist ([https://forms.mgcs.gov.on.ca/dataset/on00119 ↗](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/ ↗](https://www.w3.org/WAI/standards-guidelines/wcag/))
- The Accessibility Standards Checklist ([https://forms.mgcs.gov.on.ca/dataset/on00125 ↗](https://forms.mgcs.gov.on.ca/dataset/on00125))

If answer for the question is no, please check all checkboxes that apply regarding your non-compliance:

- ☐ Accessible feedback
- ☐ Accessible alternative formats upon request
- ☒ Web Content Accessibility Guidelines (WCAG 2.0)
- ☐ Accessible formats of emergency and public safety information
- ☐ Requirements applicable to education and training institutions
- ☐ Requirements applicable to libraries
- ☐ Other (please specify):

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

The Municipality of Northern Bruce Peninsula is actively working toward full compliance with the Information and Communications Standards, but is not yet fully compliant with the WCAG 2.0 requirements at this time. The Municipality retained GrackleDocs Inc. to conduct a third-party audit of the municipal website and related web content in July 2025. Through this audit, several non-accessible elements have been identified, including issues related to both the website platform and staff-generated content.

As a result, municipal staff have completed accessibility training covering communications, Word, Excel, and PDF content through GrackleDocs. Meanwhile, the website provider is actively addressing the identified deficiencies, with ongoing platform updates being implemented to correct these issues and ensure the website achieves full accessibility.

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)

The Municipality of Northern Bruce Peninsula is in compliance with all applicable requirements of the Employment Standards – Part III, including recruitment, hiring, and workplace accommodation practices for employees with disabilities.

**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)

The Municipality of Northern Bruce Peninsula is in compliance with all applicable requirements of the Transportation Standards. Transportation services are provided through a third-party operated shuttle within the Village of Lion's Head. As per the terms of the service contract, the provider is required to supply and maintain accessibility plans and to operate in accordance with all legislative accessibility requirements. Ongoing compliance is monitored through the contractual agreement to ensure that accessible transportation is consistently provided to the public.

## 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> ↗)

If answer for the question is no, please check all checkboxes that apply regarding your non-compliance:

- ☒ Outdoor public spaces, such as beach access routes or recreational trails
- ☒ Outdoor public spaces, such as sidewalks and walkways, accessible to people with disabilities
- ☐ Accessible parking including minimum number and type of parking spaces
- ☐ Service counters, waiting areas
- ☐ Accessible outdoor public use eating areas
- ☐ Other (please specify):

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

The Municipality of Northern Bruce Peninsula is actively working toward achieving full compliance with the Design of Public Spaces Standards – Part IV. We are committed to updating existing infrastructure and have several initiatives planned in 2026, including the procurement of mobi mats to create accessible beach access and the ongoing completion of sidewalk and walkway projects to ensure accessible routes throughout the community.

## 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)

The Municipality of Northern Bruce Peninsula is in compliance with the Customer Service Standards. We ensure that people with disabilities can access our services by providing information and communication supports when needed, allowing assistive devices, welcoming service animals and support persons, and giving notice of temporary service disruptions. We also provide accessible ways for people to give feedback and make documents available in accessible formats upon request.