

## Instructions

All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.

If you are a public sector organization with **20 or more employees** that is not designated under the [Integrated Accessibility Standards Regulation \(IASR\)](#) you are to comply with the IASR as a private/not-for-profit organization and complete the appropriate Accessibility Compliance Report. If you are a public sector organization with **fewer than 20 employees** that is not designated under the [IASR](#), you are to comply with the IASR as a small business/non-profit organization and are exempt from the requirement to submit a report.

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

### A. Organization information

Organization category * <a href="#">Business or Non-profit</a>	Number of employees range * <a href="#">20-49 employees</a>	Reporting year 2023
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### Business details

Organization legal name * [REDACTED]	Number of employees in Ontario * <a href="#">Help</a> 42
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Business number (BN9) \* [Help](#) ☐ Check this box if you have received an AODA identifier from the Ministry for Seniors and Accessibility

☒ Check if operating/business name is same as legal name

Organization operating/business name  
[REDACTED] [TIM HORTONS](#)

Sector that best describes your organization's principal business activity \* [Help](#)  
[72 - Accommodation and food services](#)

Subsector (if possible)  
[722 - Food services and drinking places](#)

Industry group (if possible)  
[7225 - Full-service restaurants and limited-service eating places](#)

### Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

Country \*

The fields below will change based on your selection.

☒ Canada ☐ USA ☐ International

Type of address \* ☒ Street address ☐ Street address served by route ☐ Other

Unit number	Street number * [REDACTED]	Street name * [REDACTED]
Street type	Street direction	City * [REDACTED]
		Province * [REDACTED]

Postal code (e.g. A1A 1A1) \*  
[REDACTED]

### Business address

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

☐ Check if business address is same as mailing address

Country \*

The fields below will change based on your selection.

☒ Canada

☐ USA

☐ International

Type of address \*

☒ Street address

☐ Street address served by route

☐ Other

Unit number

Street number \*

2

Street name \*

INTERMODAL DRIVE

Street type

Street direction

City \*

BRAMPTON

Province \*

ON (Ontario)

Postal code (e.g. A1A 1A1) \*

L6T 5S5

### Business details

Organization legal name \*

Number of employees in Ontario \* [Help](#)

49

Business number (BN9) \* [Help](#)

☐ Check this box if you have received an AODA identifier from the Ministry for Seniors and Accessibility

☒ Check if operating/business name is same as legal name

Organization operating/business name

TIM HORTONS

Sector that best describes your organization's principal business activity \* [Help](#)

72 - Accommodation and food services

Subsector (if possible)

722 - Food services and drinking places

Industry group (if possible)

7225 - Full-service restaurants and limited-service eating places

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☐ USA

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Type of address \*

☒ Street address

☐ Street address served by route

☐ Other

Unit number

Street number \*

Street name \*

Street type

Street direction

City \*

Province \*

Postal code (e.g. A1A 1A1) \*

### Business address

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

☐ Check if business address is same as mailing address

Country \*

The fields below will change based on your selection.

☒ Canada

☐ USA

☐ International

Type of address \*

☒ Street address

☐ Street address served by route

☐ Other

Unit number

Street number \*

20

Street name \*

QUEEN STREET



Street type	Street direction	City * BOLTON	Province * ON (Ontario)
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Postal code (e.g. A1A 1A1) \*

L7E 1C8

**Business details**

Organization legal name * [REDACTED]	Number of employees in Ontario * <a href="#">Help</a> 46
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Business number (BN9) \* [Help](#) ☐ Check this box if you have received an AODA identifier from the Ministry for Seniors and Accessibility

☒ Check if operating/business name is same as legal name

Organization operating/business name

TIM HORTONS

Sector that best describes your organization's principal business activity \*

[Help](#)

72 - Accommodation and food services

Subsector (if possible)

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**Mailing address**

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☒ Canada☐ USA☐ InternationalType of address \* ☒ Street address ☐ Street address served by route ☐ Other

Unit number	Street number * [REDACTED]	Street name * [REDACTED]	
Street type	Street direction	City * [REDACTED]	Province * [REDACTED]

Postal code (e.g. A1A 1A1) \*

**Business address**

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

☐ Check if business address is same as mailing address

Country \*

The fields below will change based on your selection.

☒ Canada☐ USA☐ InternationalType of address \* ☒ Street address ☐ Street address served by route ☐ Other

Unit number	Street number * 4985	Street name * EBENEZER ROAD	
Street type	Street direction	City * BRAMPTON	Province * ON (Ontario)

Postal code (e.g. A1A 1A1) \*

L6P 2W6

Organization category **Business or Non-profit**

Number of employees range **20-49**

Filing organization legal name [REDACTED] **TIM HORTONS**

Filing organization business number (BN9) [REDACTED]

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](#)

## 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) \* **2023-11-22**

### Certifier information

Last name * <b>STAFFORD</b>		First name * <b>KELLY</b>	
Position title * <b>Administrator</b>	Business phone number * [REDACTED]	Extension	<input type="checkbox"/> Check here if TTY
Email * [REDACTED]	Alternate phone number	Extension	Fax number

### Primary contact for the organization(s)

☒ Check if the primary contact is same as the certifier

Last name * <b>STAFFORD</b>	First name * <b>KELLY</b>
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Position title \*  
Administrator

Business phone number \*

[REDACTED]

Extension

☐ Check here  
if TTY

Email \*

[REDACTED]

Alternate phone number

Extension

Fax number

## 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.

### Customer Service

1. Does your organization provide training about providing goods, services or facilities to persons with disabilities to the following? \*

☒ Yes ☐ No

- Staff and volunteers
- People involved in developing accessibility policies
- People providing goods, services or facilities on behalf of the organization

(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

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

1.a. Does the training include all of the following: \*

☒ Yes ☐ No

- A review of the purposes of the AODA?
- A review of the purposes of the Customer Service Standards?
- How to interact and communicate with persons with various types of disability?
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person?
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability?
- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities?

[Read O. Reg. 191/11, s. 80.49: Training for staff, etc.](#)

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

Comments for  
question 1.a



2. If there is a temporary disruption of goods, services or facilities used by persons with disabilities, does your organization give a notice of the disruption to the public? \* ☒ Yes ☐ No  
(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.48 \(1\): Notice of temporary disruptions](#)

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

- 2.a. Does the notice of the disruption include all of the following? \* ☒ Yes ☐ No
- The reason for the disruption?
  - Its anticipated duration?
  - A description of available alternative facilities or services (if any)?

[Read O. Reg. 191/11, s. 80.48 \(2\): Notice of temporary disruptions](#)

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

Comments for  
question 2.a

- 
3. Does your organization ever require a person with a disability to be accompanied by a support person when on your premises? \* ☐ Yes ☒ No  
(If Yes, please answer an additional question)

[Read O. Reg. 191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

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

- 3.a. Does your organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises: \* ☐ Yes ☐ No
- Consult with the person with a disability?
  - Determine a support person is necessary to protect the health or safety of the person with a disability or others on premises?
  - Determine that there is no other way to protect the health or safety of the person with a disability or others on premises?

[Read O. Reg. 191/11, s. 80.47 \(5\): Use of service animals and support persons](#)

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

Comments for  
question 3.a

Organization category **Business or Non-profit**

Number of employees range **20-49**

Filing organization legal name **[REDACTED]**

Filing organization business number (BN9) **[REDACTED]**

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

### E. Accessibility compliance report summary

Your responses to the questions on your accessibility report indicate that your organization is in compliance with AODA standards. **Your organization may be audited to verify compliance.**