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**Accessibility compliance report received CRM:000230000001662**

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**From** Accessibility Report (MSAA) <Accessibilityreport@ontario.ca>

**Date** Thu 2025-03-20 12:39 PM

**To** John Mazzarello <info@prestigeottawa.com>; John Mazzarello <info@prestigeottawa.com>

 1 attachment (2 MB)

2023 Accessibility Compliance Report - ACR-109189.pdf;

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This is an automatically generated email, please do not reply

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**Confirmation**

Thank you for submitting your accessibility compliance report on 3/20/2025.

For your records, attached is a copy for the following organization(s):

- Prestige Design and Construction (Ottawa) Ltd., Business Number: 898819339

Your confirmation number is ACR-109189.

Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), organizations must make their accessibility compliance reports available to the public.

**Compliance Status**

Your report indicates that your organization is in compliance with Ontario's accessibility laws.

The contents of the report will be reviewed against the requirements of the AODA. All organizations with obligations under the AODA may be selected for an audit.

**Understand your obligations**

Visit [ontario.ca/accessibility](https://ontario.ca/accessibility) regularly for updates and to subscribe to our newsletter.

**Questions?**

Contact the AODA Contact Centre (ServiceOntario) between the hours of 8:30 a.m. and 5:00 p.m. EST:

Phone: 416-849-8276 or 1-866-515-2025 (Toll-free)

Email: [accessibility@ontario.ca](mailto:accessibility@ontario.ca)

If you require the attached report(s) in an alternate format, please contact us.

Thank you for helping to make Ontario accessible.

Ministry for Seniors and Accessibility

**Completing your accessibility compliance report**

You must complete the mandatory fields on each page before you can move to the next page. Mandatory fields are marked with an asterisk (\*).

To start, save the form on your computer. Be sure to open the form with the latest version of Adobe Reader. You can save the form at any point in the process and return to it later. You may distribute the form within your organization for input before submitting.

**You need the following to file your accessibility compliance report:**

- organization legal name
- 9-digit business number (BN9). This is the number that Canada Revenue Agency uses to identify your organization. You can find it on your federal or provincial tax return. If your organization does not have a business number (BN9), contact us to receive an AODA identifier to be used in place of a business number (BN9).
- organization category (Ontario Public Service/Ontario Legislative Assembly, Designated Public Sector, Business or Non-profit)

**Note:** If you select the wrong organization category, you may see questions that do not apply to you. You will need to correct the category and enter your data again to successfully submit your report.

- number of employees in your organization in Ontario
- name and contact information of your certifier (a director or senior officer with legal authority to say that the report is complete and accurate)

**File for up to 20 organizations at once**

You can use one form to file a 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.

**Note:** Users of assistive technology should pull up a list of buttons to get a list of the links on the form.

## Begin your report

Follow these steps to complete your form:

### 1. Download and save the form

- Download and save the form on your computer
- Open the form with the latest version of Adobe Reader

### 2. Enter your organization's information

- Enter your organization's information then select **Next**

### 3. Understand your requirements

- If you need information about the requirements, select the website link in **section B: Understand your accessibility requirements**. This will bring you to our website where you can see your requirements.

### 4. Certify your report

- Complete the Certifier Information section
- The certifier must:
  - make sure all information on the form is complete and accurate
  - check the box to show they have authority to certify your organization
  - enter the certification date or select it from the drop-down calendar
- Enter your organization's primary contact. This is the person to be contacted if more information is needed. This person may be the certifier or a different person.

### 5. Answer the questions

- The questions on the form are based on the requirements that apply to your:
  - organization category
  - number of employees range
- Select **Yes** (if you are in compliance) or **No** (if you are not in compliance) for each question. You may add comments in the comment box below each question.
- Each report question has links to:
  - the regulation section that is related to that question
  - helpful resources to help you understand and comply with the requirements
- Once you have answered all of the questions, select **Save form** at the bottom of the page before selecting **Next**
- Review the accessibility compliance report summary.

### 6. Submit your report

- You may save the form at any time by selecting the **Save form** button. When you are ready to submit your report, select the **Save and Submit button**. You will be prompted to save the form on your computer first and then it will be submitted.
- Wait for a confirmation prompt with a confirmation number that either confirms submission or indicates any problems.
- Once the report is received, an email will be sent to the Certifier and the Primary Contact. This email will include:
  - a confirmation number
  - an accessible PDF copy of your report

**If you have not received a confirmation number** upon successfully submitting the form or have any questions, please contact the AODA Contact Centre (ServiceOntario) at:

Toll free phone: 1-866-515-2025 TTY Toll free: 1-800-268-7095

Phone: 416-849-8276 TTY: 416-325-3408

### Alternate formats

If you need the accessibility compliance report in an alternate format, please email [accessibility@ontario.ca](mailto:accessibility@ontario.ca).

## 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 * Business or Non-profit	Number of employees range * 20-49 employees	Reporting year 2023
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#### Business details

Organization legal name * Prestige Design and Construction (Ottawa) Ltd.	Number of employees in Ontario * <a href="#">Help</a> 30
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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  
898819339

Check if operating/business name is same as legal name

Organization operating/business name  
Prestige Design and Construction (Ottawa) Ltd.

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

Subsector (if possible)

Industry group (if possible)

### 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 * 50	Street name * Camelot	
Street type Drive	Street direction	City * Ottawa	Province * ON (Ontario)

Postal code (e.g. A1A 1A1) \*  
K2G 5X8

### 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 *	Street name *	
	50	Camelot	
Street type	Street direction	City *	Province *
Drive		Ottawa	ON (Ontario)
Postal code (e.g. A1A 1A1) *			
K2G 5X8			

Use the "Add new organization" button to add additional organizations to which this accessibility report is to be applied (maximum 20).

**Note:** All organizations must have the same organization category, number of employees range, compliance answers and certifier, and have different business numbers, in order to file under the same form.

Organization category Business or Non-profit

Number of employees range 20-49

Filing organization legal name Prestige Design and Construction (Ottawa) Ltd.

Filing organization business number (BN9) 898819339

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) \* 2025-03-20

### Certifier information

Last name *		First name *	
Mazzarello		John	
Position title *	Business phone number *	Extension	<input type="checkbox"/> Check here if TTY
Vice President	613-224-9437	104	
Email *	Alternate phone number	Extension	Fax number
info@prestigeottawa.com			

### Primary contact for the organization(s)

Check if the primary contact is same as the certifier

Last name *	First name *
Mazzarello	John

Position title * Vice President	Business phone number * 613-224-9437	Extension 104	<input type="checkbox"/> Check here if TTY
Email * info@prestigeottawa.com	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

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Number of employees range 20-49

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Filing organization legal name Prestige Design and Construction (Ottawa) Ltd.

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Filing organization business number (BN9) 898819339

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

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**E. Accessibility compliance report summary**

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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.**

## Accessibility Policy

### Purpose

This policy outlines our commitment to ensuring that our goods, services, and facilities are accessible to people with disabilities, in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Prestige Design and Construction Ltd. is committed to improving accessibility and will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act (AODA).

### Accessibility Commitment

We are dedicated to providing accessible environments for all customers and employees. Our goods, services, and facilities are designed to be accessible and welcoming to individuals with disabilities.

#### **1. Accessibility of Goods and Services**

**1.1 Accessible Formats:** We provide information and communications in accessible formats upon request, ensuring all customers can access our services.

**1.2 Service Animals:** Service animals will be permitted to enter the premises with the animal and to keep the animal with them.

**1.3 Personal Assistance:** We allow personal support workers to accompany individuals with disabilities while using our services.

**1.4 Barrier:** Prestige is committed to ensuring that all individuals have equal access to our services, programs, and facilities. Regularly assess facilities, programs, and services to identify and eliminate barriers to accessibility in accordance with the AODA.

#### **1.5 Design of Public Spaces**

##### **1.5.1 Designated Accessible Parking Spaces**

- Accessible parking spaces will be clearly marked and located as close as possible to the main entrance of the building.
- Each accessible space will be identified with appropriate signage indicating that it is reserved for individuals with disabilities.

**1.5.2 Accessible Entrance Door Policy**

- Our Entrance doors accommodate wheelchairs and mobility devices to allow for easy passage.

**1.5.3 Operability**

- **Automatic Doors:** Automatic door operators are installed to allow for hands-free access.

**1.5.4 Clear Pathway:** Ensure that the path leading to the entrance door is clear of obstructions and is well-lit.

**2. Employee Training**

**2.1 Initial Training:** Newly hired staff receive online training on the AODA and acknowledge that they have read the company's accessibility policy.

**2.2 Ongoing Training:** Inhouse in person training sessions are held annually to keep employees informed about best practices and any changes to our policies.

**2.3 Policy Updates:** Employees are notified of any changes to our accessibility policies through staff meetings, emails, and training refreshers.

**3. Hiring Employees with Disabilities**

Our recruitment processes ensure that job postings are accessible, and we encourage applications from individuals with disabilities.

During the recruitment process, Prestige notifies job applicants selected to participate in the assessment of needs to identify disabilities and to select suitable accommodations for the applicant's accessibility needs.

Prestige will notify the public and staff that reasonable accommodations will be provided during the interview process and throughout employment to support employees with disabilities. If needed, we will provide customized workplace.

**Notice of successful applicants** – Prestige notifies the successful applicant by choosing the right medium depending on the applicant's preference indicated during the application process.

#### **4. Alternate Format Supports**

Employees may request information in alternate formats to perform their job effectively. This includes large print, recorded audio and electronic formats.

We ensure that assistive technologies and tools are available to facilitate accessibility in the workplace.

The workplace is equipped with cutting-edge technology, such as PCs with built-in microphones for voice access and typing, text size customization for better visuals, voice narrator capabilities, speakers for audio, live captioning, and so on.

#### **5. Information Availability**

All employees will have access to our AODA Accessibility Policy and training materials. This information will be readily available through our internal communication channels.

#### **6. Service Disruptions**

In the event of a service disruption, we will notify individuals of the disruption and its anticipated duration through various channels (e.g., email, signage, website, social media).

Contact information will be provided so that customers can reach out for additional assistance.

#### **7. Emergency Response Plan**

##### **7.1 Assessment of Needs**

- **Identify Disabilities:** Understand the specific disabilities of employees (mobility, visual, hearing, cognitive, etc.).

##### **7.2 Evacuation Procedures**

- **Accessible Routes:** Ensure all evacuation routes are accessible. Identify primary and secondary routes.
- **Personalized Plans:** Develop personalized evacuation plans for employees with disabilities.
- **Safe Areas:** Designate areas where individuals can wait for assistance if they cannot evacuate immediately.

### 7.3 Communication Strategies

- **Multiple Formats:** Ensure emergency information is available in various formats (text, braille, large print, visual aids).
- **Sign Language Interpreters:** Provide interpreters for employees who are deaf or hard of hearing during drills and actual emergencies.
- **Alert Systems:** Utilize visual alarms (flashing lights) and vibrating alerts in addition to auditory alarms.

### 7.4 Assistance Procedures

- **Buddy System:** Pair employees with disabilities with colleagues who can assist them during an emergency.

### 7.5 Post-Emergency Support

- **Follow-Up:** After an emergency, conduct follow-up meetings to address concerns and gather feedback from employees with disabilities.

### 7.6 Continuous Improvement

- **Regular Reviews:** Review and update the emergency response plan regularly based on feedback and changing needs.
- **Involvement of Employees:** Involve employees with disabilities in the planning and review process to ensure their perspectives are included.

## Feedback

Prestige handles feedback from a person with a disability by demonstrating empathy, transparency and commitment to accessibility. When they provide feedback, we pay close attention and consider it as an opportunity for improvement. Our goal is to find solutions and educate our employees.

We appreciate your feedback on our accessibility policies and procedures. We are committed to addressing issues and enhancing accessibility for everybody, as well as consistently upgrading our services and policies to ensure compliance with AODA and regulations.

Feedback can be provided to John Mazzaello, Vice President by email to [info@prestigeottawa.com](mailto:info@prestigeottawa.com)

## Conclusion

Our organization is dedicated to fostering an inclusive environment where individuals with disabilities can access our goods, services, and facilities without barriers. We continually strive to enhance our accessibility measures and welcome ongoing feedback from our community.



Outlook

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**FW: Desk Audit – Accessibility for Ontarians with Disabilities Act, 2005 CRM:0160095**

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**From** John Mazzaello <[john@prestigeottawa.com](mailto:john@prestigeottawa.com)>

**Date** Tue 2024-10-22 8:54 AM

**To** Ady Carreon <[ady@prestigeottawa.com](mailto:ady@prestigeottawa.com)>

fyi

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**John Mazzaello**

Prestige Design & Construction. Ottawa | t 613 224-9437 ext. 104 | f 613 224-1255 | m 613-913-6178 | [john@prestigeottawa.com](mailto:john@prestigeottawa.com)  
50 Camelot Drive  
Nepean, ON K2G 5X8  
[www.prestigeottawa.com](http://www.prestigeottawa.com)



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**From:** AODA Compliance (MSAA) [<mailto:AODA.compliance@ontario.ca>]

**Sent:** October-21-24 1:20 PM

**To:** Prestige Design & Construction (Ottawa) Ltd. <[john@prestigeottawa.com](mailto:john@prestigeottawa.com)>

**Subject:** RE: Desk Audit – Accessibility for Ontarians with Disabilities Act, 2005 CRM:0160095

October 21, 2024

Ref #: P2 – (898819339)

John Mazzaello  
Accessibility Report Certifier  
Prestige Design & Construction (Ottawa) Ltd. (898819339)  
50 Camelot Drive  
Ottawa ON K2G 5X8  
Canada

Dear John Mazzaello:

**RE: Desk Audit – Accessibility for Ontarians with Disabilities Act, 2005**

**This letter concludes our desk audit of your organization.**

Thank you for providing the information requested in our previous correspondence. We have completed our desk audit and will not be requesting any further information at this time.

We would like to thank you for helping to make Ontario accessible.

If there are any changes to your organization's contact or business information, please notify us by submitting an [organization profile update form \(OPU\)](#).

If you have any further questions or concerns regarding the [Accessibility for Ontarians with Disabilities Act, 2005](#), please contact us at:

Phone: 1-866-515-2025 / 416-849-8276

TTY: 1-888-335-6611 / 416-326-0148

Email: [accessibility@ontario.ca](mailto:accessibility@ontario.ca)

<https://www.ontario.ca/accessibility>

We want to hear from you. How was my service? You can provide feedback at 1-888-745-8888 or [ontario.ca/inspectionfeedback](https://www.ontario.ca/inspectionfeedback).

Sincerely,

Tamara  
Senior Compliance Analyst  
Ministry for Seniors and Accessibility

**Available in French and in alternate format upon request**  
**Disponible sur demande, en français et dans un format alternatif**