

Multi-Year Accessibility Plan & Policies

Torkin Manes LLP and Tormanco Management Limited Partnership (together, the "Firm") are committed to compliance with the provisions of the *Accessibility for Ontarians with Disabilities Act* ("AODA") and the requirements of the Customer Service Standard Regulation and the Integrated Accessibility Standards Regulation (the "Regulations").

This Multi-Year Accessibility Plan & Policies (the "Policy") is intended to meet the requirements of the AODA and its Regulations. This Policy applies to the Firm in respect of its employees and in respect of the aspects of its business which provides services to the public or third parties in Ontario. This Policy does not apply outside of Ontario.

Statement of Commitment

The Firm is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the accessibility needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA and its Regulations.

Accessible Client Service

The Firm strives to maintain an accessible environment for persons with disabilities in the delivery of its services. We will use reasonable efforts to ensure that our policies, practices and procedures governing the provision of our services to persons with disabilities are consistent with the following principals:

- services are provided in a way that respects the dignity and independence of persons with disabilities
- persons with disabilities are able to benefit from the same services, in the same place and in a similar way as other clients
- persons with disabilities have opportunities equal to those given to others to obtain, use and benefit from our services

In order to achieve excellence in serving all clients, including persons with disabilities, the Firm will carry out its functions and responsibilities by:

- communicating with persons with disabilities in ways that take into account their disability
- serving persons with disabilities who use assistive devices. The Firm will provide its staff with training on how to use the assistive devices that may be available on the Firm premises
- ensuring that persons with disabilities who are accompanied by their guide dog or other service animals are permitted to enter the premises of the Firm with the animal and to keep the animal with them, unless the animal is excluded by law from the premises. In

the event that service animals are excluded by law from the premises, the Firm will provide other resources or supports to enable the person with disabilities to access the services offered by the Firm

- ensuring that persons with disabilities who are accompanied by a support person are permitted to enter the Firm's premises with their support person and have access to their support person while on the Firm premises. The Firm does not charge fees for support persons or if fees are charged for admission to the premises (e.g. special events), the Firm shall provide notice of the amount in advance

Notice of Temporary Disruption

The Firm will notify clients and visitors in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notices will be posted at public entrances or reception areas of the Firm, or communicated by such method as is reasonable in the circumstances.

Accessible Emergency Information

The Firm provides its clients and visitors with publicly available emergency information in an accessible format upon request. We will also develop and maintain individualized emergency response information for employees with disabilities, if the individualized information is necessary and the Firm is aware of the need for accommodation due to the employee's disability.

Training for Staff

The Firm is committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario *Human Rights Code* that relate to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles.

Training will be provided as soon as practicable after a staff member or other individual commences his or her duties. The Firm will also take the following steps to ensure training which meets Ontario's accessible laws:

- We have designated an internal officer who is responsible for developing and coordinating appropriate training
- We provide interactive training session(s) to all existing employees, volunteers and other persons who provide services and facilities on our behalf
- New employees, volunteers and other persons who provide services and facilities on our behalf are provided training as part of their orientation at the time of hire
- Training will be provided in respect of any changes to our accessibility policies on an ongoing basis
- A record of individuals who have received training will be maintained by the Firm

Accessible Website and Web Content

The Firm is committed to meeting the communication needs of people with disabilities. The Firm will ensure, where practicable, that our internet website, including web content, conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A. We meet WCAG 2.0 Level AA website requirements in accordance with Ontario's accessibility laws. Compliance with the AODA is included as one of the criteria in selecting technology vendors for new website development initiatives.

Accessible Formats and Communication Supports

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our Firm and its services, including public safety information, in accessible formats or with communication supports.

Requests for accessible formats and communications supports will be dealt with in a timely manner. We will consult with persons making the request to determine the suitability of the accessible format or communications support. We will also notify members of the public about the availability of accessible formats and communications supports.

Feedback

We will ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging to provide accessible formats and communications supports, upon request. Contact information for feedback purposes is found at the end of this Policy.

Employment

The Firm is committed to fair and accessible employment practices. We have implemented the following processes and policies to make employment at the Firm more accessible to persons with disabilities:

Recruitment, Assessment and Selection

The Firm will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and other candidate selection methods. The Firm will notify successful employment applicants of its policies and supports for accommodating persons with disabilities.

Accessible Formats and Communication Supports for Employees

Where requested by an employee with a disability, the Firm will provide or arrange for the provision of accessible formats and communication supports for the following:

- information needed in order to perform their job
- information that is generally available to all employees in the workplace

The Firm will determine the best way to provide the accessible format or communication support in consultation with the employee.

Documented Individual Accommodation Plans

The Firm will document individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans will include the following elements:

- employee participation in the development of the plan
- assessment of the employee on an individual basis
- availability of an employee representative from the workplace to participate in the development of the plan
- availability of employer-requested evaluation by an outside medical expert, or other experts to determine if accommodation can be achieved, or how it can be achieved
- protection of the privacy of the employee's personal information
- timetable and process for review or update of the plan
- provision of the plan in an accessible format, based on the employee's accessibility needs

Performance Management

The Firm will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, and providing career development and advancement to employees.

Return to Work and Redeployment

The Firm has return to work processes in place for employees who are absent from work due to a disability and who require disability-related accommodations in order to return to work. The Firm will document these processes. The return to work process will include an outline of the steps the Firm will take to facilitate the employee's return to work and will use documented individual accommodation plans. If the Firm uses redeployment processes, these processes will take into account the accessibility needs of its employees with disabilities.

Design of Public Spaces

The Firm will meet the Accessibility Standards for the Design of Public Spaces, as applicable, when building or making major modifications to service-related elements.

Policy Access

The Firm will notify persons to whom it provides services of its policies by posting the information at a conspicuous place on the Firm premises, on the Firm's website or by such method as is reasonable in the circumstances.

When required under this Policy to give a copy of a document to a person with disabilities, the Firm will provide the document or information in a format that takes into account the person's disabilities.

Any policy, practice or procedure of the Firm that does not respect and promote dignity and independence of people with disabilities will be modified or removed.

Contact Us:

This Policy and information about our related practices and procedures will be made available to any member of the public upon request.

Feedback with respect to this Policy or our related practices and procedures may be provided in person, by telephone, in writing, electronically or by other available methods. Individuals who provide feedback can expect to hear back from us within seven (7) business days. Complaints will be addressed in accordance with the Firm's regular complaints procedure.

For more information on this Policy, to obtain this Policy in an accessible format, or to provide feedback on the way that the Firm provides services to people with disabilities, please contact:

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