

## **AODA Multi-Year Accessibility Plan**

### **Introduction**

Sullivan Mahoney LLP is committed to compliance with current standards of the *Accessibility Standards for Customer Service* (Customer Service Standards) made under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, O.Reg. 429/07, and O.Reg. 191/11, as amended. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

The AODA Multi-Year Accessibility Plan outlines the policies and actions that Sullivan Mahoney LLP has taken and the continued work to improve opportunities for people with disabilities.

### **Statement of Commitment**

Sullivan Mahoney LLP (“Firm”) is committed to maintaining an accessible environment for persons with disabilities in the delivery of goods and services. We believe in inclusion and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner by removing barriers to accessibility and meeting accessibility requirements under the AODA.

The Firm is committed to developing and maintaining policies that govern how the Firm achieves or will achieve accessibility under the Regulation. The Firm has developed a multi-year accessibility plan, that is reviewed and updated at least every five years to identify progress in addressing barriers. This plan will be posted on the Firm’s website.

### **General Requirements**

#### **Accessible Emergency Information**

Sullivan Mahoney LLP is committed to providing clients with emergency information upon request. Such information will be provided in an accessible format which takes into account the person’s disabilities.

Sullivan Mahoney LLP will provide employees with disabilities individualized emergency response plans when necessary and as soon as reasonably possible. If an employee who receives individualized emergency response plans requires assistance, information will be provided to a designated employee. The Firm has created and documented a process for providing accommodation for individualized emergency response plans and will continue to review as necessary.

#### **Accessibility Policies and Plans**

The Firm has developed, implemented and maintained policies outlining actions and procedures to identify, prevent and remove barriers for people with disabilities. The policies are read and signed by every employee upon hire.

### **Training**

The Firm has trained current staff and will continue to train new employees upon hire on Accessibility Standards and the Human Rights Code as it relates to people with disabilities. Training is provided to staff, all individuals who participate in developing Firm policies, and other individuals who provide services to the public on the Firm's behalf.

Sullivan Mahoney LLP has taken the following steps to ensure employees are provided with the training needed to meet current standards:

- provide training in an accessible format that takes into account the accessibility needs of a person with a disability
- ensure new employees and volunteers complete training within 30 days
- keep records of training participant names and dates of training completion

### **Customer Service Standard**

The Firm will use reasonable effort to ensure its policies, practices and procedures governing the provisions of its services to persons with disabilities are consistent with the following principles:

- goods and 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 others to obtain, use and benefit from the Firm's goods and services

The following measures have been implemented by the Firm:

- The Accessible Customer Service Policy has been made available on the Firm's website
- The Firm will notify the public in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. The notice will include the reason for disruption, anticipated duration and alternative facilities or services, if available
- Accessibility for Ontarians with Disabilities provided to all employees to address how to better interact with and/or accommodate persons with disabilities.
- Completion of training for employees is tracked and recorded.
- Feedback relating to our policies and procedures with regard to customer service is welcomed. A process has been established to receive and respond to feedback. Feedback can be provided verbally, by email or in writing.
- A person with disabilities may enter the Firm's premises with a support person or service animal and have access to the support person while on premises. At no time will a person with a disability who is accompanied by a support person or service animal be prevented from having access to the support person or service animal while on premises.
- Reporting on compliance is completed on the Accessibility Compliance Reporting tool on Service Ontario's website.

### **Information and Communication Standard**

Sullivan Mahoney LLP is committed to meeting the communication needs of persons with disabilities. The Firm has undertaken the following plans to ensure compliance with this standard:

- A feedback process has been established that is accessible with alternative formats including telephone, mail and in-person. This process is communicated to the public and are available on the Firm's website.
- The Firm is committed to ensuring all new websites and content on those sites conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A and increasing to Level AA. Unless impracticable, any new web content shall conform to WCAG 2.0 Level A and by January 1, 2021 to WCAG 2.0 Level AA.
- Upon request the Firm will create, provide and receive information and communication in methods that are accessible to persons with disabilities.

### **Employment Standard**

The Firm is committed to ensuring that employment opportunities are fully accessible to candidates and employees with disabilities.

#### Recruitment

The Firm will ensure that accommodations for persons with disabilities are available in the recruitment process. The Firm has taken the following steps to ensure compliance with this standard:

- notify the public through careers website and in job ads that accommodations are available upon request during all steps of the recruitment process
- when making offers of employment, notify successful applicants of policies for accommodating employees with disabilities
- inform employees of policies for supporting employees with disabilities and provide information as soon as reasonably possible after hiring
- provide updated information on accommodation policies to employees as they occur
- consult with employee to determine suitability of format or support

#### Individual Accommodation Plans

The Firm is committed to providing accommodations for persons with disabilities that includes the following:

- participation of the employee requiring the individual accommodation plan
- ability to gather relevant medical information to assess needs
- high level of confidentiality throughout the process
- plan is provided in a format that takes into account the accessibility needs of the employee

#### Return to Work

The Firm maintains a documented return to work process for its employees who have been absent from work due to a disability and who require accommodation in order to return to work. The return-to-work process outlines the steps the Firm will take to facilitate a return to work and will include documented individual accommodation plans.

#### Performance Management, Career Development, Advancement and Redeployment

The Firm takes into account the accessibility needs of employees with disabilities, as well as individualized accommodation plans when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

### **Design of Public Spaces**

Sullivan Mahoney LLP will establish plans to meet Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

### **Contact Details**

For more information on this accessibility plan, please contact

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