

## **AODA - INTEGRATED ACCESSIBILITY STANDARDS POLICY REISLER FRANKLIN LLP**

### **INTENT**

This policy is intended to meet the requirements included in the Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR), under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). These standards were developed to identify, remove and prevent barriers and increase accessibility for persons with disabilities in the areas of information and communication and employment.

Reisler Franklin LLP is governed by this policy as well as the Accessibility Standards for Customer Service policy in meeting the accessibility needs of persons with disability.

### **OUR COMMITMENT**

Reisler Franklin LLP is committed to providing an accessible workplace that welcomes and celebrates diversity and strives to eliminate barriers. All services provided by Reisler Franklin LLP shall follow the principles of dignity, independence, integration and equal opportunity.

Any policy, practice or procedure of Reisler Franklin LLP that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

### **DEFINITIONS**

**Disability:** As defined by the AODA and the Ontario Human rights Code, disability refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment or physical reliance on a guide dog, or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or developmental disability;
- Learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- Mental disorder; or
- An injury or disability for which government benefits are received under the insurance plan established under the Workplace safety and Insurance Act, 1997.

**Accessible Formats:** Include but are not limited to large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

**Communication Supports:** Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**Performance Management:** Activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

**Redeployment:** The reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

## **SCOPE**

In accordance with the IASR, under the AODA, this policy addresses the following:

- A. General Standards
- B. Information and Communication Standards
- C. Employment Standards
  - a. Recruitment, Assessment and Selection
  - b. Accessible Formats and Communication Supports for Employees
  - c. Workplace Emergency Response Information
  - d. Documented Individual Accommodation Plans
  - e. Performance Management and Career Development and Advancement
  - f. Return to Work
  - g. Redeployment
- D. Review
- E. Administration

## **A. GENERAL STANDARDS**

### ESTABLISHMENT OF ACCESSIBILITY POLICIES AND PLANS

Reisler Franklin LLP has developed, implemented and maintained policies governing how it will achieve accessibility through IASR requirements. Reisler Franklin LLP has included a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents are publicly available in an accessible format, upon request.

Reisler Franklin LLP will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Reisler Franklin LLP will review and update its accessibility plan once every five (5) years and will establish, review and update its accessibility plans in consultation with persons with disabilities or an advisory committee.

### PROCURING OR ACQUIRING GOODS AND SERVICES, OR FACILITIES

Reisler Franklin LLP will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impractical to do so.

### TRAINING REQUIREMENTS

Reisler Franklin LLP will provide training for all its employees regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will be provided at orientation and on an ongoing basis (as required) as changes to the firm's accessibility policies occur. Reisler Franklin LLP will keep accurate and up-to-date training records. These records shall include the dates of the training, and the individuals to whom the training was provided.

## **B. INFORMATION AND COMMUNICATIONS STANDARDS**

### ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

Upon request, Reisler Franklin LLP will provide, or arrange for the provisions of accessible formats and communication supports for person with disabilities. Reisler Franklin LLP will do so in a timely manner that takes into account the person's accessibility needs due to disability. Reisler Franklin LLP will consult with the person making the request in determining the suitability of an accessible format or communication support.

Reisler Franklin LLP will also notify the public about the availability of accessible formats and communication supports.

### Feedback

Reisler Franklin LLP will ensure that its processes for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provisions of, accessible formats and communications supports, upon request. Reisler Franklin LLP will notify the public about the availability of accessible formats for its feedback process.

### ACCESSIBLE WEBSITES AND WEB CONTENT

Reisler Franklin LLP will ensure that any new website content will meet level A of the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.

## **C. EMPLOYMENT STANDARDS**

### RECRUITMENT, ASSESSMENT AND SELECTION

Reisler Franklin LLP will notify employees and the public about the availability of accommodation for job applicants who have disabilities as per established requirements. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, Reisler Franklin LLP will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of Reisler Franklin LLP's policies and supports for accommodating people with disabilities.

### ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES

Reisler Franklin LLP will ensure that all employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, Reisler Franklin LLP will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform his/her job; and
- Information that is generally available to all employees in the workplace.

Requests for accessible formats and communication supports will be done in the most cost-effective, efficient and timely manner taking into consideration factors such as the media chosen, the size, complexity and the number of documents to be converted. Reisler Franklin LLP will not charge the requester for any costs associated with providing accessible formats.

Reisler Franklin LLP will consult with the employee making the request to determine the best way to provide the accessible format or communication support and every effort will be made to respond to the request to the satisfaction of the individual with the disability.

Reisler Franklin LLP may be unable to provide accessible formats for products and product labels, unconvertible information or communications and information that the firm does not control directly or indirectly. If this occurs, Reisler Franklin LLP shall provide the requestor with:

- An explanation as to why the information or communications are unconvertible; and
- A summary of the unconvertible information or communications.

#### WORKPLACE EMERGENCY RESPONSE INFORMATION

Where required, Reisler Franklin LLP will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Reisler Franklin LLP reviews general emergency response policies.

#### DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS

Reisler Franklin LLP has a written process for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans includes:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The ways that an employer can request an evaluation by an outside medical expert, or other experts to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

The individual accommodation will also:

- Include information regarding accessible formats and communication supports, upon request;
- Where needed, include individualized workplace emergency response information; and
- Outline all other accommodation provided.

#### PERFORMANCE MANAGEMENT AND CAREER DEVELOPMENT AND ADVANCEMENT

Reisler Franklin LLP will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities. Individual accommodation plans will be consulted, as required.

#### RETURN TO WORK AND REDEPLOYMENT

Reisler Franklin LLP has developed and implemented return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return. Reisler Franklin LLP will document these processes and individual accommodation plans will be consulted, as required.

The return to work process will outline the steps Reisler Franklin LLP will take to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).

If Reisler Franklin LLP uses redeployment processes, the accessibility needs of its employees with disabilities will be taken into account.

#### **D. REVIEW**

This policy and its related procedures will be reviewed as required in the event of legislative changes or changes to company procedures.

#### **E. ADMINISTRATION**

Questions about this policy and its related procedures can be sent to the office manager at [info@reislerfranklin.com](mailto:info@reislerfranklin.com). Accessible formats of this document are available free upon request.