

---

## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES INTEGRATED ACCESSIBILITY STANDARDS POLICY

---

In Ontario, the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) aims to create a more accessible Ontario by identifying and, to the extent possible, preventing and eliminating barriers experienced by people with disabilities.

The *Integrated Accessibility Standards* regulation (the “IASR”) has been enacted under the AODA sets out obligations with respect to five accessibility standards in the areas of Information and Communications, Employment, Transportation, Design of Public Spaces, and Customer Service, in addition to general requirements. DLA Piper Canada (“DLA Piper Canada”) is committed to meeting its obligations under the IASR.

DLA Piper Canada is committed to ensuring that every employee receives equitable treatment with respect to employment, without discrimination, and receives accommodation in a timely manner where required, in accordance with the provisions of the Ontario *Human Rights Code* and the AODA and its regulations.

### Policy Statement

DLA Piper Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. DLA Piper Canada believes integration and equal opportunity. DLA Piper Canada is committed to meeting the needs of persons with disabilities in a timely manner, and will do so by identifying, removing and preventing barriers to accessibility and meeting accessibility standards in accordance with the AODA.

This policy applies to DLA Piper Canada’s operations in Ontario and to all of its employees, as defined below,

### Terms

The following terms as used in this Policy have the following meanings.

“Barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

“Contact Person” means Kathryn Buchan, Office Administrator, DLA Piper Canada. Kathryn can be reached by telephone at 416-941-5411, or by email at [Kathryn.buchan@dlapiper.com](mailto:Kathryn.buchan@dlapiper.com)

“Customer” includes the term “client”.

“Disability” means:

- (a) 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;

- (b) a condition of mental impairment or a developmental disability;
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) a mental disorder; or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

“Employee” means an employee of DLA Piper Canada (including all full-time, part-time and temporary lawyers, staff and summer/articling students).

“Personnel” means all DLA Piper Canada’s Employees, contractors and volunteers.

“We” and “Our” means DLA Piper Canada and its Personnel.

## **GENERAL STANDARDS**

### **Training Personnel and Other Persons**

DLA Piper Canada will ensure that training is provided on the requirements of the accessibility standards referred to in the IASR and on the *Human Rights Code* as it pertains to persons with disabilities to:

- all of our personnel;
- all persons who participate in developing DLA Piper Canada’s policies; and,
- all other persons who provide goods, services or facilities on behalf of DLA Piper Canada.

The training will be appropriate to the duties of the Personnel and such other persons.

Personnel and such other persons will be trained when changes are made to DLA Piper Canada’s *Accessibility for Ontarians with Disabilities Integrated Accessibility Standards Policy*. New Personnel and such other persons will be trained as soon as practicable.

DLA Piper Canada will keep a record of the training it provides, including the dates on which the training is provided and the name of individuals to whom it is provided.

## **INFORMATION AND COMMUNICATIONS STANDARDS**

### **Feedback**

DLA Piper Canada will ensure that DLA Piper Canada’s process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request. DLA Piper Canada will notify the public about the availability of accessible formats and communication supports.

### **Accessible Formats and Communication Supports**

Upon request, DLA Piper Canada will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in connection with their communications with DLA Piper Canada or when accessing publicly available information or documents from DLA Piper Canada . DLA Piper Canada will do so in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

DLA Piper Canada will consult with the person making the request in determining the suitability of an accessible format or communication support.

### **Accessible Websites and Web Content**

DLA Piper Canada's public website and any content published after January 1, 2012 conforms with WCAG 2.0 Level AA, other than certain requirements specifically excluded under the IASR.

## **EMPLOYMENT STANDARDS**

### **Workplace Emergency Response Information**

DLA Piper Canada will provide individualized workplace emergency response information to Employees who have a disability, if the disability is such that the individualized information is necessary, and if DLA Piper Canada is aware of the need for accommodation due to the Employee's disability. DLA Piper Canada will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the Employee requires assistance, DLA Piper Canada will, with the consent of the Employee, provide the workplace emergency response information to the person designated by DLA Piper Canada to provide assistance to the Employee.

DLA Piper Canada will review the individualized workplace emergency response information when the Employee moves to a different location in the organization, when the Employee's overall accommodation needs or plans are reviewed and when DLA Piper Canada reviews its general emergency response policies

### **Recruitment, Assessment or Selection Process**

DLA Piper Canada will notify its Employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

DLA Piper Canada will notify job applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, DLA Piper Canada will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

### **Notice to Successful Applicants**

When making offers of employment, DLA Piper Canada will notify the successful applicant of its policies for accommodating Employees with disabilities.

### **Informing Employees of Supports**

DLA Piper Canada will inform its Employees of its policies (and any changes to those policies) used to support Employees with disabilities, including but not limited to policies on the provision of job accommodations that take into account an Employee's accessibility needs due to disability. DLA Piper Canada will provide this information to new Employees as soon as practicable after commencing employment.

### **Accessible Formats and Communication Supports for Employees**

Upon the request of an Employee with a disability, DLA Piper Canada will consult with the Employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the Employee's job, and information that is generally available to other Employees.

In determining the suitability of an accessible format or communication support, DLA Piper Canada will consult with the Employee making the request.

### **Individual Accommodation Plans**

DLA Piper Canada is committed to providing accommodations for people with disabilities. DLA Piper Canada has a written process for the development of documented individual accommodation plans for Employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

### **Return to Work Process**

DLA Piper Canada is committed to supporting employees who have been absent from work due to a non-work-related disability and who require accommodation in order to return to work. As a result, DLA Piper Canada has implemented a return to work process to facilitate an employee's safe and timely return to work.

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

DLA Piper Canada will take into account the accessibility needs of employees with disabilities when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

## **CUSTOMER SERVICE STANDARDS**

### **Accessibility of Services**

DLA Piper Canada strives to communicate with customers with a disability in a manner that takes into account both the customer's disability and the customer's preferred method of communication. To the extent possible, upon request, DLA Piper Canada will provide all published information or communications for its customers in accessible formats or electronic/digital formats that facilitate conversion of the information or communication into an accessible format.

DLA Piper Canada will allow customers with a disability, where possible, to use their own assistive devices. Where a barrier prevents the use of an assistive device, DLA Piper Canada will endeavor to remove the barrier or make best efforts to accommodate the customer by an alternative means.

DLA Piper Canada will allow customers with a disability to be accompanied by a service animal and to keep the service animal with them on DLA Piper Canada's premises, unless excluded by law.

DLA Piper Canada will allow customers with a disability to be accompanied by a support person and will ensure the customers have access to their support person while on DLA Piper Canada's premises.

### **Notice of Temporary Service Disruptions**

DLA Piper Canada will notify customers if there is a planned or unexpected disruption of a facility or service that customers with a disability usually use to access their services.

### **Training and Records**

DLA Piper Canada will provide training, and ongoing training as required under the AODA, to all of the DLA Piper Canada's personnel to whom the Customer Service Standard Policy applies as well as to those persons charged with developing the Customer Service Standard Policy and related procedures and practices.

Training will be provided to all of DLA Piper Canada's personnel to whom the Customer Service Standard Policy applies after their start date with DLA Piper Canada.

### **Feedback**

DLA Piper Canada will provide, or arrange to provide, a feedback process in accessible formats and communication supports, on request.

DLA Piper Canada will maintain a number of channels through which customers can provide their feedback, including electronically, in writing and in person.

DLA Piper Canada will strive to respond to all feedback received as soon as practicable.

### **Notice of Availability of Documents**

DLA Piper Canada will make its Customer Service Standards Policy available to the public and its customers upon request. DLA Piper Canada will notify the public and its customers on its website that the Customer Service Standards Policy is available upon request.

### **Contact for Questions**

For questions related to DLA Piper Canada's *Accessibility for Ontarians with Disabilities Integrated Accessibility Standards Policy*, please contact DLA Piper Canada's AODA Contact Person, Kathryn Buchan, by telephone at 416-941-5411, or by email at [kathryn.buchan@dlapiper.com](mailto:kathryn.buchan@dlapiper.com)