

<p><b>Accessibility for Ontarians with Disabilities Act</b></p> <p><b>Multi-Year Accessibility Plan</b></p>		
<p><b>Date: August 25, 2014</b></p>		
<p><b>Responsible Department: Human Resources (CAO)</b></p>		
<p><b>Policy Recommended By: Human Resources (CAO)</b></p>		
<p><b>Policy Approved By: Partnership Board</b></p>		
<p><b>Scope: This policy applies to Partners/Lawyers/Employees of Harrison Pensa and Lexis Services.</b></p>		
<p>Policy for Harrison Pensa LLP and Lexis Services LP (the management firm for Harrison Pensa LLP), hereinafter referred to as the 'Firm'.</p>		
<p><b>BACKGROUND</b></p>		
<p>The following plan has been established by the Firm to govern the provisions of its services in accordance with Regulation 191/11 "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005. The Firm is required to develop a multi-year accessibility plan outlining the strategy to prevent and remove barriers, and to meet the requirements under the Regulation.</p> <p>The Firm sets out time frames for action, where appropriate, and in accordance with the Regulation. This Plan will be posted on the Firm's website.</p>		
<p><b>ACCESSIBILITY PLAN</b></p>		
<p><b>Customer Service Standard</b></p>		
<p>Accessibility Requirement</p>	<p>Status</p>	<p>Responsibility</p>
<p>Establishment of Accessibility Policies</p> <ul style="list-style-type: none"> <li>• Create policies, procedures and practices surrounding the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standards for Customer Service, Ontario Regulation 429/07.</li> <li>• Review and update as required.</li> </ul>	<p>Completed 2012 - Ongoing</p>	<p>Human Resources Department/ Marketing &amp; Community Relations</p>
<p>Training</p> <ul style="list-style-type: none"> <li>• Provide training on the requirements of the accessibility standards, to:               <ul style="list-style-type: none"> <li>○ all its employees and volunteers</li> <li>○ all persons who participate in developing the Firm's policies; and,</li> <li>○ all persons who provide goods, services or facilities on behalf of the Firm.</li> </ul> </li> </ul>	<p>Completed 2012 - Ongoing</p>	<p>Human Resources Department</p>

<ul style="list-style-type: none"> <li>• Training covers the following:             <ul style="list-style-type: none"> <li>○ A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.</li> <li>○ A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.</li> <li>○ Instructions on how to interact and communicate with people with various types of disabilities.</li> <li>○ Instructions on how to interact with people with disabilities who:                 <ul style="list-style-type: none"> <li>• use assistive devices;</li> <li>• require the assistance of a guide dog, service dog or other service animal; or</li> <li>• require the use of a support person.</li> </ul> </li> <li>○ Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.</li> <li>○ Instructions on what to do if a person with a disability is having difficulty accessing our services.</li> <li>○ The Firm's policies, procedures and practices pertaining to providing accessible customer service to clients with disabilities.</li> </ul> </li> <li>• Keep training records.</li> </ul>		
<p>Feedback</p> <ul style="list-style-type: none"> <li>• Create feedback process</li> <li>• Review feedback and provide responses.</li> </ul>	<p>Completed 2012 - Ongoing</p>	<p>Human Resources Department/ Marketing &amp; Community Relations</p>
<p><b>Integrated Accessibility Standard</b></p>		
<p>Accessibility Requirement</p>	<p>Status</p>	<p>Responsibility</p>
<p>Establishment of Accessibility Policies</p> <ul style="list-style-type: none"> <li>• Policies, procedures and practices surrounding the Accessibility for Ontarians with Disabilities Act, 2005, Integrated Accessibility Standards, Ontario Regulation 191/11.</li> <li>• Review and update as required.</li> </ul>	<p>To Be Completed 2014 - Ongoing</p>	<p>Human Resources Department</p>
<p>Accessibility Plan</p> <ul style="list-style-type: none"> <li>• Develop, maintain and document a multi-year accessibility plan.</li> <li>• Post the multi-year accessibility plan to our website and ensure it is available in an accessible format if requested.</li> <li>• Review and update at least every five years.</li> </ul>	<p>To Be Completed 2014 - Review 2018</p>	<p>Human Resources/ Information Technology Departments</p>

<p>Training</p> <ul style="list-style-type: none"> <li>• Provide training on the requirements of the accessibility standards, to: <ul style="list-style-type: none"> <li>○ all its employees and volunteers</li> <li>○ all persons who participate in developing the Firm's policies; and,</li> <li>○ all persons who provide goods, services or facilities on behalf of the Firm.</li> </ul> </li> <li>• Training will cover the following: <ul style="list-style-type: none"> <li>○ A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.</li> <li>○ A review of the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11.</li> <li>○ A review of the requirements of the Human Rights Code.</li> <li>○ The Firm's policies, procedures and practices pertaining to meeting the accessibility needs of persons with disabilities.</li> </ul> </li> <li>• Keep training records.</li> </ul>	<p>To Be Completed 2014 - Ongoing</p>	<p>Human Resources Department</p>
<b>Information &amp; Communications Standards</b>		
<p>Feedback</p> <ul style="list-style-type: none"> <li>• Review feedback and provide responses.</li> </ul>	<p>To Be Completed 2015</p>	<p>Human Resources Department</p>
<p>Accessible Formats and Communication Support</p> <ul style="list-style-type: none"> <li>• Provide or arrange to provide accessible formats and communication supports for persons with disabilities.</li> <li>• Train all employees on the creation of accessible documents</li> </ul>	<p>To Be Completed 2016</p>	<p>Human Resources/ Information Technology Departments</p>
<p>Accessible Websites and Web Content</p> <ul style="list-style-type: none"> <li>• Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially;</li> <li>• Increase to WCAG 2.02 Level AA in accordance with Section 14(3) schedule.</li> </ul>	<p>Level A Completed 2014 - Level AA To Be Completed 2021</p>	<p>Information Technology Department</p>
<b>Employment Standards</b>		
<p>Recruitment, Assessment or Selection Process</p> <ul style="list-style-type: none"> <li>• Notification about available accommodation for applicants with disabilities.</li> <li>• Provide suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</li> <li>• Notification to successful applicants of the Firm's policies for accommodating employees with disabilities.</li> </ul>	<p>To Be Completed 2016</p>	<p>Human Resources Department</p>

<p>Informing Employees of Supports</p> <ul style="list-style-type: none"> <li>• Notification to all employees of the Firm's policies for accommodating employees with disabilities.</li> <li>• Provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations.</li> </ul>	To Be Completed 2016	Human Resources Department
<p>Accessible Formats and Communication Supports for Employees</p> <ul style="list-style-type: none"> <li>• Provide or arrange to provide accessible formats and communication supports for employees, including: <ul style="list-style-type: none"> <li>○ Information to perform their job</li> <li>○ Information that is generally available to employees in the workplace</li> </ul> </li> </ul>	To Be Completed 2016	Human Resources/ Information Technology Departments
<p>Workplace Emergency Response Information</p> <ul style="list-style-type: none"> <li>• Maintain a written process for the development of workplace emergency response information for employees with disabilities that request/require them.</li> <li>• If an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee</li> <li>• Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodations needs or plans are reviewed; or when the employer reviews its general emergency response policies.</li> </ul>	Completed 2012 - Ongoing	Human Resources Department
<p>Documented Individual Accommodation Plans</p> <ul style="list-style-type: none"> <li>• Maintain a written process for the development of individual accommodation plans for employees with disabilities.</li> <li>• Establish the frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done.</li> <li>• Ensure individual accommodation plans are in a format that takes into account the employee's accessibility needs due to disability.</li> </ul>	To Be Completed 2016	Human Resources Department

<p>Return to Work Process</p> <ul style="list-style-type: none"> <li>Maintain a written process for employees returning to work after having been absent from work due to disability and require disability-related accommodation in order to return to work.</li> </ul>	<p>To Be Completed 2016</p>	<p>Human Resources Department</p>
<p>Performance Management, Career Development and Advancement &amp; Redeployment</p> <ul style="list-style-type: none"> <li>Review/create policies, procedures and practices with respect to performance management, career development and advancement and redeployment.</li> </ul>	<p>To Be Completed 2016</p>	<p>Human Resources Department</p>
<p><b>Revision History/Replaced Policies:</b></p> <p>Revision 0.0 August/2014</p>		