



Multi-Year Accessibility Plan

STATEMENT OF COMMITMENT

This Multi-Year Accessibility Plan outlines the policies and practices that Gardiner Roberts LLP and GR Management Limited Partnership (together, the “Firm”) will maintain in order to prevent and remove accessibility barriers for people with disabilities.

The Firm is committed to treating all firm members, clients, and visitors in a way that allows individuals to maintain their dignity and independence. The Firm is committed to meeting the accessibility needs of people with disabilities in a timely and conscientious manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”) and the related Integrated Accessibility Standards Regulations (the “IASR”) as set out below.

INFORMATION AND COMMUNICATION STANDARDS

The Firm is committed to meeting the communication needs of people with disabilities and ensuring that all information, communications and processes for receiving and responding to feedback are accessible to persons with disabilities. The Firm will ensure that all accessible information and communication standards, procedures and services are provided in a way that respects the independence and dignity of persons with disabilities.

Accessible Formats and Communication Supports

Upon request, the Firm will provide or arrange for the provision of accessible formats and communications supports to persons with disabilities, as required under the *Customer Service Standard*, Ontario Regulation 429/07.

- The Firm will notify members about the availability of accessible formats and communication supports for persons with disabilities by posting information on the Firm’s website, in a conspicuous place on the Firm’s premises, or by such method deemed reasonable in the circumstances.
- All requests for accessible formats and communication supports will be addressed in a timely and conscientious manner that takes into account the person’s disabilities.
- We will ensure all accessible formats and communications supports provided are appropriate and suitable by consulting with the persons making the request.
- We will provide or arrange for the provision of accessible formats and communication supports to persons with disabilities at a cost that is no more than the regular cost charged to other persons.
- Any information or communications that do not respect and promote the independence and dignity of persons will be immediately modified or removed.

Feedback Process

The Firm is dedicated to ensuring that our processes for receiving and responding to feedback are accessible to persons with disabilities. Clients, visitors, members of the Firm, and members of the public can provide feedback to the Firm through any number of formats, including, but not limited to: writing, email, phone, fax and/or in-person visits to the Firm's premises. Contact information for feedback purposes can be found at the end of this Plan. In the event that responses to feedback are requested in an accessible format, the Firm will consult with the requesting persons to ensure that the accessible format is suitable to their needs.

Website Content

The Firm has reviewed and adopted new internet technology standards to ensure that accessibility features are installed on our website and web content. Compliance with the AODA will remain as a mandatory criteria when selecting technology vendors and initiatives for website development and content. Except where meeting this requirement is not practicable, the Firm has taken the necessary steps to ensure all website and web content conforms with WCAG 2.0, Level A. The Firm will also ensure that any new web content is compatible with WCAG 2.0, or higher, when developed.

ACCESSIBLE CUSTOMER SERVICE STANDARDS

The Firm's Accessible Customer Service Policy details our commitment to delivering excellent service to all of our clients, including persons with disabilities, in such a manner that allows all individuals to maintain their dignity and independence. The Firm strives to ensure that persons with disabilities have equal opportunities and access to our legal services and facilities and receive the same quality of services. The Firm will make every reasonable effort to ensure that persons with disabilities are able to benefit from the same services, in the same place, and in a similar way as other clients.

The Firm has established accessible customer service policies, practices and procedures that will be communicated with clients and visitors who have disabilities in ways that take into account their disabilities and needs. The Firm's customer service and related policies, procedures and practices maintain the following standards in order to comply with the AODA's Accessible Customer Service Standards:

- Staff and members of the Firm are trained to communicate appropriately with people with various types of disabilities.
- Persons with disabilities are invited to use any assistive devices to access or benefit from our services.
- Frontline employees who interact directly with clients and visitors are trained on assistive devices and how to appropriately service those using assistive devices.
- The Firm will ensure that persons with disabilities who are accompanied by a support person or registered service animal are welcomed, accommodated and permitted to access all areas of our premises that are open to the public.

Notice of Temporary Disruptions

In the event of any temporary planned or unexpected disruptions to facilities and/or services that persons with disabilities use or have access to, the Firm will immediately notify clients and visitors of such disruptions by posting to the Firm's website, posting notice at all public

entrances and the reception area of the Firm, and/or, communicating by such method deemed reasonable in the circumstances.

EMPLOYMENT STANDARDS

The Firm is committed to fair and accessible employment practices. The Firm will accommodate people with disabilities during the recruitment process, as well as when hired by maintaining the following practices:

Recruitment

- The Firm will notify its employees and the public about the availability of accommodation for applicants with disabilities during the recruitment processes.
- Job applicants will be notified when they are individually selected to participate in an assessment or selection process that there are accommodations available upon request in relation to the materials or processes to be used.
- The Firm will consult with selected applicants with disabilities to determine and provide suitable accommodations commensurate with their accessibility needs.
- The Firm will notify successful applicants of our policies for accommodating employees with disabilities in all employment offers.
- The Firm will review and modify its recruitment policies, procedures and processes as necessary.

Supports for Employees

- The Firm will inform all current employees and new hires of policies that support employees with disabilities as well as any practices relating to the provision of job accommodations for employees with accessibility needs due to disability.
- Employees will be immediately notified when policies related to supports for employees with disabilities are established and/or updated.
- Where an employee with a disability so requests it, the Firm will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job or that is generally available to employees in the workplace.
- The Firm will develop and have in place a documented process for implementing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
- The Firm will account for individual accessibility needs and accommodation plans when providing performance management, redeployment, and career development information to employees with a disabilities.
- The Firm will ensure that the individual accommodation plans and accessibility needs of employees with disabilities are taken into account when assessing performances, managing career development/advancements, and reassigning jobs or job duties
- The Firm will review, assess and modify, as necessary, all existing policies, practices and procedures relevant to performance assessment, career development and redeployment to ensure compliance with the AODA.

TRAINING

The Firm will provide training on the requirements of the AODA and the *Human Rights Code* (the “Code”) as it relates to people with disabilities on an ongoing basis. Training will be provided to all employees, volunteers and other persons who provide services and facilities on behalf of the Firm to the extent and in the manner best suited to their roles.

Mandatory training on Accessible Customer Service Standards, requirements of the Integrated Standards Regulation, as well as all requirements of the Code are included in the Firm’s new hire orientation process. Training reviews and refreshers are regularly scheduled and conducted for existing employees, particularly when changes are made to relevant policies and procedures.

The Firm maintains a thorough record of all training activities, deployments and policy/procedure updates. Training records include the dates on which training was conducted as well as the name(s) of trainers and trainees.

DESIGN OF PUBLIC SPACES

The Firm will comply with the AODA with respect to the design, construction and/or modification of public and client spaces as outlined in O. Reg. 191/11 Part IV.1 Design of Public Spaces Standards. Preventative and emergency measures will be taken to maintain the accessible elements in public and client service spaces. We are further committed to ensure that any new or redeveloped existing exterior paths of travel, outdoor public use eating areas, play spaces, accessible off-street parking, service counters, fixed queuing guides and waiting areas meet the technical and general requirements as outlined in the Design of Public Spaces Standard O. Reg. 191/11 s. 80.17-80.43.

EMERGENCY RESPONSE PROCEDURES

The Firm’s Emergency Response Plan is available on www.grllp.com. The Firm can further provide its members, customers, clients and visitors with publicly available emergency information in an accessible format upon request. When necessary, the Firm will also provide employees and clients with disabilities with individualized emergency response information.

FOR MORE INFORMATION

For more information about this Multi-Year Accessibility Plan, to obtain any of our AODA policies, plans and forms in an accessible format, or to provide feedback regarding this Plan or the way that the Firm provides services to people with disabilities, please contact:

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