

Accessibility Policy and Multi-Year Accessibility Plan

Introduction

Harrison Pensa is committed to creating and maintaining an accessible environment for all Clients, Visitors, Staff, Students, to meet the objectives and requirements outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The Multi-Year Accessibility Plan, together with the Accessible Customer Service Standard Policy and the Integrated Accessibility Standards Policy, were developed in accordance with the requirements of the AODA. Together, they outline our commitment and strategy to achieve accessibility goals.

Information and Communication Standard

Harrison Pensa is committed to making accessibility information and feedback processes available to all people. Accessibility policies and plan are available at the following:

- Firm intranet and Harrison Pensa LLP website by clicking AODA in the footer: harrisonpensa.com. All new content on the Harrison Pensa website conforms with Web Content Accessibility Guidelines (“WCAG”) 2.0, Level A.
- Attending the Harrison Pensa London Office: 130 Dufferin Avenue, Suite 1101, London, ON, N6A 5R2
Phone: [519-679-9660](tel:519-679-9660)
- Requesting accessible formats upon request: Contact the Human Resources Department at [519-679-9660](tel:519-679-9660)

Accessible formats of these policies and plan are also available by request by contacting Human Resources in person, in writing, by e-mail, by telephone, and online form.

Human Resources
Harrison Pensa LLP
130 Dufferin Avenue, Suite 1101
London, ON N6A 5R2
Phone: [\(519\) 679-9660](tel:519-679-9660)
Fax: 519-667-3362
Email: hr@harrisonpensa.com
Online Form: harrisonpensa.com/aoda

Harrison Pensa will acknowledge receipt and will provide a written response within ten (10) business days of receiving correspondence.

Integrated Accessibility Standards Policy

The Integrated Accessibility Standards Policy was developed for Harrison Pensa LLP and Lexis Services LP (the management firm for Harrison Pensa LLP), hereinafter referred to as the 'Firm'. The policy is available on the firm intranet and external website. This policy applies to Partners, Lawyers, and Employees of Harrison Pensa and Lexis Services.

BACKGROUND

The following policy has been established by the Firm to govern the provision of its services in accordance with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005. These standards are developed to break down barriers and increase accessibility for people with disabilities in the areas of information and communications, employment and transportation.

The Firm is governed by this policy as well as the Accessibility Standards for Customer Service Policy, the Accessibility for Ontarians with Disabilities Act, 2005 and the Human Rights Code in meeting the accessibility needs of persons with disabilities. This policy applies to all staff and lawyers of the Firm, whether part-time, full-time, or casual. The policy also applies to others in the work context, such as volunteers, articling students, students and dependent and independent contractors.

Definitions

"Accessible formats" shall mean formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, Braille, and accessible web formats.

"Communication supports" shall mean supports that individuals with disabilities may need to access information. Some examples include plain language formats, sign language, as well as reading out loud, captioning, or using written notes to communicate.

"Communications" shall mean communications as it is used in the Information and Communication Standard refers to the interaction between two or more people or entities when information is provided, sent or received.

"Information" — the term information as it is used in the Information and Communications Standard refers to knowledge, data and facts that convey meaning and that exist in any format such as text, audio, digital or images.

Policy and Procedures

In accordance with the Integrated Accessibility Standards, Ontario Regulation 191/11, this policy addresses the following:

1. Accessibility Plan
2. Training
3. Information and Communications Standards
 - a. Feedback
 - b. Accessible Formats and Communication Supports
 - c. Accessible Websites and Web Content
4. Employment Standards
 - a. Recruitment
 - b. Recruitment, Assessment or Selection Process
 - c. Notice to Successful Applicants
 - d. Informing Employees of Supports
 - e. Accessible Formats and Communication Supports for Employees
 - f. Workplace Emergency Response Information
 - g. Documented Individual Accommodation Plans
 - h. Return to Work Process
 - i. Performance management, Career Development and Advancement & Redeployment

1. Accessibility Plan

The Firm will develop, maintain and document an Accessibility Plan outlining the Firm's strategy to prevent and remove barriers from its workplace and to meet its requirements under the Regulation. The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the Firm's website. Upon request, the Firm will provide a copy of the Accessibility on request in an accessible format, and it will be updated as required.

2. Training

The Firm ensures that training is provided on the requirements of the accessibility standards referred to in the Regulation as it pertains to persons with disabilities, to:

- all employees and volunteers;
- all persons who participate in developing the Firm's policies; and,
- all other persons who provide goods, services or facilities on behalf of the Firm.

As reflected in Ontario Regulation 191/11, regardless of the format, training covers the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11.
- A review of the requirements of the Human Rights Code.
- The Firm's policies, procedures and practices pertaining to meeting the accessibility needs of persons with disabilities.

The Firm will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and / or contractors who deal with the public or act on our behalf during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices. The Firm will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

3. Information and Communications Standards

a) Feedback

The Firm will ensure that its 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. Accessible Formats and Communication Supports Upon request, the Firm will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. The Firm will consult with the person making the request in determining the suitability of an accessible format or communication support. The Firm will also notify the public about the availability of accessible formats and communication supports.

b) Accessible Formats and Communication Supports

The Firm will, upon request by or on behalf of a person with a disability, will make documents available in a format that is accessible to the person.

c) Accessible Websites and Web Content

The Firm ensures that its websites and web content are accessible and conform Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA.

4. Employment Standards

a) Recruitment

The Firm will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

b) Recruitment, Assessment or Selection Process

The Firm 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, the Firm 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.

c) Notice to Successful Applicants

When making offers of employment, the Firm will verbally notify the successful applicant of its policies for accommodating employees with disabilities.

d) Informing Employees of Supports

The Firm will inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

e) Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, 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 to perform his/her job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, the Firm will consult with the employee making the request.

f) Workplace Emergency Response Information

The Firm 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 the Firm is aware of the need for accommodation due to the employee's disability. The Firm will provide this information as soon as practicable after becoming aware of the need for accommodation. Where the employee requires assistance, the Firm will, with the consent of the employee,

provide the workplace emergency response information to the person designated by the Firm to provide assistance to the employee. The Firm will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed, and, when the Firm reviews its general emergency response policies.

g) Documented Individual Accommodation Plans

The Firm will maintain a written process, through its Human Rights Policy, 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.

h) Return to Work Process

The Firm will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process will outline the steps the Firm will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. This return to work process will not replace or override any other return to work process created by or under any other statute (i.e. the Workplace Safety Insurance Act, 1997).

i) Performance Management, Career Development and Advancement and Redeployment

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

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