

## **Multi-Year Accessibility Plan**

This Multi-Year Accessibility Plan is developed in accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)*, and they outline our commitment to achieve accessibility goals. This plan is available on the firm website, and can be provided in an accessible format, on request. FCR will update them at least once every five years to ensure up to date compliance.

### **Statement of Commitment**

Freelandt Caldwell Reilly LLP is committed to providing services to people with disabilities in a way that allows them to maintain their dignity and independence. Providing all clients with accessibility is a major continuing objective. Freelandt Caldwell Reilly LLP will make every effort to putting the client first and let the principles of independence, dignity, integration, and equality of opportunity guide us. All supervisors and workers must be dedicated to the continuing objective of providing accessibility in customer service.

### **Feedback**

If requested, FCR will be able to receive and respond to feedback on the service provided to clients and employees with disabilities. The feedback can be in writing, by telephone, email, or online correspondence. This information must be in accessible formats if required.

### **Actions Taken to Remove and Prevent Barriers**

#### *Customer Service*

Freelandt Caldwell Reilly LLP is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

- FCR will communicate with people with disabilities in ways that take into account their disability.
- Clients and visitors who are accompanied by a registered service animal or support person are accommodated and permitted to access areas of our premises open to the public. If clients and visitors are accompanied by a support person, the support person will be accommodated.
- Persons with disabilities may use their own assistive devices as required when accessing services provided by FCR.

## *Employment*

Freelandt Caldwell Reilly LLP is committed to fair and accessible practices.

- When a worker becomes injured or ill, we will communicate with the worker and work with them to arrange a return to productive and meaningful work based upon their functional abilities.
- Freelandt Caldwell Reilly LLP welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.
- FCR provides individualized workplace emergency response information to partners and employees who have a disability, as required.

## *Information and Communication*

Freelandt Caldwell Reilly LLP is committed to making our information and communications accessible to people with disabilities.

- FCR will provide, on request, information in an accessible format or with communication support to people with disabilities.
- FCR will notify employees, potential hires, and the public that accommodations can be made during recruitment and hiring.
- In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access, FCR will notify clients of the service that is being disrupted, the reason for the disruption, the anticipated duration, and the description of alternative services or options.
- FCR receives and responds to feedback on the service provided to clients and employees with disabilities in writing, by telephone, email, online correspondence, or in an accessible format if required.

## *Training*

Freelandt Caldwell Reilly LLP is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

- FCR will keep a record of training dates and employees who attended the training. Revised training will be recorded in the event of changes to legislation, procedures, or practices.

- FCR will continue to educate management and employees to maintain a high ethical standard and ensure the integrity and respect of all clients and employees.
- AODA training is provided to all new hires and anyone who provides services on behalf of FCR. Training covers:
  - The purpose of the AODA
  - The requirements of the Accessibility Standards for Customer Service, *Ontario Regulation 191/11*
  - How to interact and communicate with people with various types of disabilities
  - Instructions on how to use equipment or devices that are available at our premises that may help people with disabilities
  - What to do if a person with a disability is having difficulty accessing our services; and
  - FCR policies, procedures, and practices pertaining to providing accessible customer service to customers with disabilities.

### *Design of Public Spaces*

Freelandt Caldwell Reilly LLP will meet accessibility laws when building or making major changes to public spaces.

- FCR will ensure that staff knows how to use assistive devices available on our premises such as elevators, automatic doors, etc.
- In accordance with the Ontario Building Code, FCR offers the use of an elevator to employees or clients who may have mobility issues. Specific staff are trained to work with individuals requiring the elevator.
- FCR offers an accessible washroom that is designed in accordance with the requirements under the Ontario Building Code, Section 3.8.
- FCR offers standing desks and ergonomic workstations (Chairs and Keyboard trays), to ensure efficiency and comfort in our workspaces.

### *Additional*

- FCR will review our AODA policies and plan annually to ensure compliance with changing legislation and new working conditions.
- FCR will continue to seek for ways that make already established policies more efficient as new technology or information is released.
- We will modify or remove any existing policies that do not respect or promote the dignity and independence of people with disabilities.

- FCR will meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.