

## **AODA Multi-Year Accessibility Plan and Policies for Baker Tilly SGB LLP**

This accessibility plan outlines the policies and actions that Baker Tilly SGB LLP (hereinafter the “Firm”) has put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

The Firm is committed to excellence in serving all clients, including people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other clients. Our client service policies and procedures will be in keeping with the principles of independence, dignity, integration and equality of opportunity.

### **Customer Service Standard**

The Firm is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### **Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with clients on how to interact and communicate with people with various types of disabilities.

#### **Assistive Devices**

Assistive devices may be used by clients to access our goods and services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services.

#### **Use of Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public. We will also ensure that all staff and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

#### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. At no time will a person with a disability, who is accompanied by a support person, be prevented from having access to his or her support person while on the premises.

#### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for clients with

disabilities, the Firm will notify clients promptly. The clearly posted notice will include information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be posted in a conspicuous place on the facility or by other reasonable methods, as appropriate.

### **Training for Staff**

The Firm will provide training to employees and others who deal with the public or other third parties on our behalf. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard (O.Reg. 429/07);
- Information regarding our policies, practices and procedures relating to client service standards;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- What to do if a person with a disability is having difficulty in accessing our services.

Employees will also be trained on an ongoing basis when changes are made to these policies, procedures, and practices.

The Firm will provide training to employees, volunteers and other staff members on Ontario's Accessibility Laws and the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The Firm will take the following steps to meet the requirements under the Act to ensure employees are provided with the training needed to meet Ontario's accessible laws:

- AODA training is a requirement for every new employee;
- Every employee shall be trained as soon as practicable;
- Training records are to be kept as per AODA requirements. This includes the dates on which the training is provided and the number of individuals to whom it is provided
- Training shall be provided in respect to any changes to policies on an ongoing basis;
- Training will be available in an accessible format upon request.

## **Feedback Process**

We welcome feedback as it encourages continuous service improvements. Clients who wish to provide feedback on the way we provide goods and services to people with disabilities can provide this feedback via email at [chdodgson@bakertilly.ca](mailto:chdodgson@bakertilly.ca), in writing, or by telephone at 705-445-2020.

## **Documentation**

Documents required by the Accessibility Standards for Client Service are available upon request. When providing a document to a person with a disability, we will work with the individual to determine options in order to provide the document or the information obtained in the document in a format that takes the person's disability into account

## **Information and Communication Standard**

The Firm is committed to meeting the communication needs of people with disabilities.

The Firm will investigate website and web content to ensure compliance with WCAG 2.0, Level AA.

The Firm will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- Notify the public about the availability of accessible formats and communication supports.

The Firm will take the following steps to make sure all publicly available information is made accessible upon request:

- Provide the information in a timely manner that takes into account the person's accessibility needs due to disability;
- Provide the information at a cost that is no more than the regular cost charged to other persons;
- Will consult with the person making the request in determining the suitability of an accessible format or communication support;
- Notify the public about the availability of accessible formats and communication supports.

## **Employment Standards**

The Firm is committed to ensuring that our recruitment and assessment processes are fair and accessible. We will take the following steps to ensure compliance with this standard:

- Notify our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process by specifying on our website and job postings;
- Notify applicants who are chosen to participation in the 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, we will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability;
- In making an offer of employment notify successful applicant of our policies for accommodating employees with disabilities;
- Inform our employees of our policies used to support employees with disabilities;
- Work with external parties to ensure external Web pages remain compliant with the Information and Communication Standard's.

### **Workplace Emergency Response System**

The Firm will work with an employee to create an individualized workplace emergency response plan when required. Some examples of the assistance provided in the plan may include assigning another employee to assist with a mobility device while using stairs, alerting those with hearing loss that the alarm is going off etc. The Firm will also provide emergency information (evacuation plans, building maps etc.) in accessible formats on request and in a timely manner.

### **Accommodation Plans**

The Firm is committed to accommodating people with disabilities up to a point of undue hardship and will use the following process to identify and meet employee accommodation needs:

#### *Step 1: Recognize the Need for Accommodation*

Accommodation can be requested by the employee or identified by the employee's manager/human resources.

#### *Step 2: Gather relevant information and asses individual needs*

(The employee is an active participant in this step)

- Information will be collected on the employee's functional abilities, not the nature of the employee's disability.

- The employee's personal information, including medical information, is kept secure and dealt with in a confidential manner. It will only be disclosed to individuals who need it to perform the accommodation process.
- The employee and their manager and human resources will work together to find the most appropriate accommodation.
- A medical or other expert may be engaged (at the company's expense) to help determine if/how the employee's needs can be accommodated
- The employee may ask a health and safety representative to participate in the process.

### *Step 3: Write an individual accommodation plan*

After identifying the most appropriate accommodation(s), the details will be documented in a written plan, including:

- What accommodation(s) will be provided
- How to make information accessible to the employee, including accessible formats and communication supports
- Employee emergency information and/or emergency response plan (if applicable)
- When the plan will be reviewed and updated

Human Resources will give the employee in an accessible format (if required), a copy of the individual accommodation plan, or written reasons for denying accommodation.

### *Step 4: Implement, monitor and update the plan*

After implanting the accommodation plan, the employee, their manager and the human resources manager will monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on the mutually agreed upon, predetermined schedule in the employee's accommodation plan. If the accommodation is no longer appropriate, the plan will be reassessed by the employee, their manager and the human resources manager. Step 2 of the process will be repeated, and the plan will be updated accordingly. The accommodation plan will also be reviewed and updated if:

- The employee's work location or position changes
- The nature of the employee's disability changes

### **Return to Work Plans**

The Firm is committed to supporting employees who have been absent from work due to a disability up to a point of undue hardship. We will use the following process to help

employees who require accommodation to return to work:

*Step 1: Initiate the leave and stay in contact with employee*

If an employee needs to take a disability leave, they will inform their manager and human resources. The employee and manager will maintain regular contact, with the employee's consent, to address any problems that may arise and facilitate the return to work process.

*Step 2: Gather relevant information and assess individual needs*

The employee and manager will work together to share information and find the most appropriate accommodation, for example:

*Manager/Human Resources*

- Provides the employee with return to work information
- Helps resolve any problems with treatment if requested to do so by the employee
- Maintains regular contact with the employee
- Ensures work practices are safe for returning employee
- Assists with identifying accommodations
- Assists with analyzing the demands of each job task

*Employee*

- Gets and follows the appropriate medical treatment
- Provides updates about their progress, including information about his/her functional ability to perform the job
- Provides his/her health care provider with the return to work information
- Health care provider(s) and health and safety professional(s) may also participate in the process, if needed.

*Step 3: Develop a return to work plan*

After identifying the most appropriate accommodation, safety considerations and any transitional measures, capture the details in a written plan. Depending on circumstances, the employee may:

- return to the original position
- return to the original position with accommodation(s) on a temporary or permanent basis

- return to an alternate position on a temporary or permanent basis

The return to work plan should be attached to the employee's individual accommodation plan.

*Step 4: Implement, monitor and update the plan*

After implementing the return to work plan, the employee and manager/human resources will monitor and review the plan regularly to ensure that it remains effective. If the accommodation is no longer appropriate, they will reassess the situation (step 2) and update the plan.

**Performance Management, Career Development and Redeployment**

The Firm is committed to ensure the accessibility needs of employees with disabilities needs are taken into account with regard to performance management, career development and redeployment processes.

The Firm will consider the following elements:

- Accessibility needs of employees with disabilities, as well as ensuring individual accommodation plans are taken into account when using performance management processes.
- Accessibility needs of employees with disabilities, as well as ensuring individual accommodation plans are taken into account when providing career development and advancement opportunities.
- Accessibility needs of employees with disabilities, as well as ensuring individual accommodation plans are taken into account when redeploying employees with disabilities.

**Closing Statements**

The Firm's objective is to treat all people in a way that allows them to maintain their dignity and independence, while creating an inclusive work environment for employees to develop their full potential. In accordance with this objective, our Multi-Year Accessibility Plan is posted on our website and will be reviewed and updated at least every 5 years.

**For More Information**

For more information on this accessibility plan, or for accessible formats please contact Human Resources via email at [chdodgson@bakertilly.ca](mailto:chdodgson@bakertilly.ca), in writing, or by telephone at 705-445-2020 Ext. 221.