

## **AODA Multi-Year Accessibility Plan and Policies**

### **Accessibility standard for client service**

Baker Tilly Niagara is committed to a standard of excellence in serving all clients, including persons with disabilities. This commitment provides persons with disabilities equal opportunity to access, use and benefit from the same programs, goods and services as other clients. We will provide the same quality and timeliness that others receive at the same location. Our client service policies and procedures are centered on the principles of independence, dignity, integration and equal opportunity. Whether a person's disability is apparent or not, everyone will be treated with courtesy, made to feel welcome and have their need for disability-related accommodation respected whenever they access our services.

### **Employee training**

All of our employees will be trained to provide accessible customer service to meet the standards of our accessibility policies. Training will be provided as part of employee orientation and on an ongoing basis when changes are made to the policies, practices and procedure on the provision of goods and services to persons with disabilities.

Training will include the following:

- An overview of the purpose and requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code as it pertains to persons with disabilities;
- Our policies, practices and procedures relating to client service standards;
- Instruction on how to interact and communicate with persons with various types of disabilities;
- Instruction on how to interact with persons with disabilities who use assistive devices or require the assistance of service animals or support persons;
- Instruction on how to use assistive communication devices and other assistive devices available at our location;
- Instruction on how to assist a person with a disability if they are having difficulty accessing our goods and services.

### **Assistive devices**

We will strive to effectively serve persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will inform clients of the assistive devices available at our premises and ensure our employees are trained on how to use

them. In addition, persons with disabilities will be given the opportunity to use their own personal assistive devices.

### **Service animals**

We welcome persons with disabilities and their service animals at our location. It is the responsibility of the person with a disability to ensure that their service animal is kept in control at all times.

### **Support persons**

We welcome persons with disabilities and their support persons at our location. At no time will the person with a disability be prevented from accessing their support person.

### **Communication**

We will communicate with our clients in a way that takes into account the accessibility needs of persons with disabilities. We will communicate using methods that enable persons with disabilities to receive goods and services with the same quality and timeliness as others. If a person with a disability requires an accessible format or help communicating with us, we will work with that person to provide the support they need at no additional cost to them.

### **Feedback process**

We welcome feedback, as it encourages continuous service improvements. Clients who wish to provide feedback on the way Baker Tilly Niagara provides goods and services to persons with disabilities can provide feedback via email at [niagara@bakertilly.ca](mailto:niagara@bakertilly.ca), in person, in writing or by telephone at (905) 646-1109. If persons with disabilities would prefer to give their feedback and receive a response using a method other than those listed above, they may request it. Privacy will be respected and all feedback will be reviewed for action that may be taken to improve our services.

### **Notice of temporary disruption**

We will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. The notice will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities or services, if available. The notice will be posted on the main level of our premises in St. Catharines, Ontario and on our website.