

AODA Multi-Year Accessibility Plan and Policies for Baker Tilly WM LLP

Baker Tilly WM LLP (the “Firm”) understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Firm is committed to complying with both the Ontario Human Rights Code and the AODA and is committed to excellence in serving all clients including people with disabilities.

Our accessible client service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our, services or facilities.

Communication

When requested, we will provide information and communication materials in accessible formats or with communication support. This includes publicly available information about our services and facilities, as well as publicly available emergency information. We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Non-verbal communication such as email or mail
- Non-visual communication such as telephone
- Any other form of communication requested that we are equipped to provide

We will work with the person with a disability to determine what method of communication works for them.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

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.

In certain cases, Baker Tilly WM LLP might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, the Firm will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice Of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities Baker Tilly WM LLP will notify clients promptly. This clearly posted 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. Notice will be given by posting the information in a conspicuous place on the Firm's premises or by posting it on the Firm's website. Disruptions to all of the Firm's services, such as a power outage, does not require notice under the Accessibility Standards for Customer Service (ASCS).

Servicing of elevators is the responsibility of the property management company, and as such, they would be required to ensure that notice of temporary disruptions to elevator service is provided as required by the ASCS. If all elevators access to the Firm's premises are out of service, the Firm will assess the situation and determine whether notice needs to be provided to members of the public and/or third parties that could reasonably be expected to access the Firm's premises.

Training

Baker Tilly WM LLP will provide accessible client service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides services or facilities to clients on our behalf

The training provided on accessibility is appropriate to the duties of the employees, volunteers, and other persons who provide services on behalf of the organization.

Staff will be trained on accessible customer service within 30 days after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Baker Tilly WM LLP's policies related to the customer service standard
- 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 the Firm's services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

Feedback Process

Baker Tilly WM LLP welcomes feedback on how we provide accessible client services. Client feedback will help us identify barriers and respond to concerns.

Clients who wish to provide feedback on the way Baker Tilly WM LLP provides services or facilities to people with disabilities can provide feedback by contacting Reena Sandhu.

Email: Reena.Sandhu@bakertilly.ca

Phone: 647-374-4602

Clients can expect to hear back in 10 business days.

Baker Tilly WM LLP will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request. Clients who require accessible formats and communication support should notify the person they are meeting with or Reception.

Notice of Availability of Documents

Baker Tilly WM LLP will notify the public that documents related to accessible client service, are available upon request by posting a notice in the following location(s)/way(s):

- Baker Tilly WM LLP website
- Front desk receptionist at our Toronto Office.

The Firm will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Employment

Baker Tilly WM LLP is an equal opportunity employer and does not discriminate in employment on the basis of race, colour, religion, sex (including gender identity), national origin, political affiliation, parental status, marital status, sexual orientation, disability, age, or other non-merit factors. If needed, we will provide customized workplace and workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of any employee with disabilities and address this on a case by case basis.

Workplace Emergency Response

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.

With the employee's consent, The Firm will provide workplace emergency information to a designated person who is providing assistance to the employee during an emergency.

The Firm will provide the workplace emergency response information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

The Firm will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its emergency response policies

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 assess 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 HR@bakertillywm.com, or by telephone at 416.368.7990.