



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) ACCESSIBILITY PLAN

This accessibility plan outlines the policies and procedures that Durward Jones Barkwell & Company, LLP and DJB Management Company (hereafter referred to as DJB) will put in place to improve opportunities for people with disabilities and incorporates the Firm's previously implemented Client Service Policy.

STATEMENT OF COMMITMENT

DJB is committed to treating all people in a way that allows them to maintain their dignity and independence. DJB is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its regulations.

CLIENT SERVICE POLICY

Providing services to persons with disabilities

DJB is committed to excellence in providing services to all clients of the Firm and their representatives, including persons with disabilities.

Assistive devices

We will ensure that our personnel are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

Billing

We are committed to providing accessible invoices to all of our clients. Invoices will be provided in alternative format upon request. We will answer any questions clients may have about the content of the invoice in person, by telephone and via support persons.

Communication

We will communicate with persons with disabilities in ways that take into account their disability. We train all personnel how to interact and communicate with people with various types of disabilities.

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.

Support persons

People with disabilities who are accompanied by a support person are welcome on our premises. A person with a disability who is accompanied by a support person will be allowed to have that support person accompany him or her and shall be permitted to have access to his or her support person at all times.

Notice of temporary disruption

In the event of a planned or unexpected disruption to our services or facilities usually used by clients with disabilities, DJB 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.

The notice will be posted on our Firm's website and, where appropriate, will be posted in an alternate location such as a main entrance and/or reception area.

Training

DJB will provide training to all personnel who deal with the public and/or other third parties who deal with the public on behalf of our Firm. Training will also be provided to any person who is involved in the development and approval of the Firm's policies, practices and procedures governing the provision of services to clients or third parties.

Training will be provided to new members of the Firm during their orientation period.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the client service standard;
- DJB's plan related to the client service standard;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use equipment or devices, where provided, available on-site or otherwise that may help with providing goods or services to persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing DJB's services.

Members of the Firm will also be trained when changes are made to our client service plan.

Training records will be made and maintained in accordance with the requirements of the *Accessibility Standards for Customer Service* (O. Reg. 429/07).

Feedback

The ultimate goal of DJB is to meet and exceed client expectations while serving clients with disabilities. Clients or others who wish to provide feedback on the way DJB provides services to persons with disabilities can provide feedback directly to the staff member from whom they received services. Alternatively, you may provide feedback directly by any of the following methods:

By telephone: 905-684-9221
By facsimile: 905-684-0566
By email: hr@djb.com
By regular mail: Durward Jones Barkwell & Company LLP
Attention: Human Resources
20 Corporate Park Drive
St. Catharines, Ontario
L2S 3W2

This policy exists to achieve service excellence to clients with disabilities. Questions or feedback about this policy will be directed to the Human Resources department. Clients can expect to hear back from the Firm in a timely manner and in a way that takes the nature of the disability into consideration of the person providing feedback. Any complaints about services provided to persons with disabilities will be addressed according to our Firm's regular complaint management procedure.

Modifications to this or other policies

Any policy of DJB that does not respect and promote the principles of dignity, independence, integration and equal opportunity of persons with disabilities will be modified or removed.

Availability of documents

Upon request, DJB will provide or 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 their disability. DJB will consult with the person making the request in determining the suitability of an accessible format or communication support.

ACCESSIBILITY POLICIES UNDER THE INTEGRATED ACCESSIBILITY STANDARDS**Accessible Emergency Information**

Upon request, DJB will provide publicly available emergency information to clients in an accessible way.

DJB will provide individualized emergency response information to any personnel with a disability, if the disability is such that the individualized information is necessary and DJB has been made aware that the accommodation is required due to the disability.

Individualized workplace emergency response information will be evaluated when the individual moves to a different location, when the overall accommodations needs or plans are reviewed, and when DJB reviews its general emergency response policies.

Training

In addition to the training provided to DJB personnel under the *Accessibility Standards for Customer Service*, we will provide training on the *Integrated Accessibility Standards* (O. Reg. 191/11) and on the *Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the actual duties of the personnel, volunteers and other third parties.

DJB will endeavour to complete the required training of its personnel and third parties by January 1st, 2015. In order to meet this obligation, DJB will:

- Develop appropriate training content;
- Deliver the training throughout 2014; and
- Make and keep the prescribed records of the training that is provided.

Kiosks

Should DJB design, procure or acquire any self-service kiosks on or after January 1, 2014, the accessibility for persons with disabilities will be considered. DJB will ensure that any employees involved in the procurement or acquisition are apprised of the need to consider accessibility features when choosing the appropriate self-service kiosk.

Information and Communications

DJB is committed to meeting the communication needs of people with disabilities. When requested, we will consult with people with disabilities to determine their information and communication needs.

Should DJB launch a new internet website or significantly refresh an existing internet website on or after January 1, 2014, DJB will ensure that the website and all content that has been posted since January 1, 2012, will conform with WCAG 2.0, Level A.

By January 1, 2015 - DJB will take the following steps to ensure the existing feedback processes are accessible to people with disabilities upon request:

- Identify all existing feedback processes and will review for accessibility;

- Should any barriers to accessibility be identified, take steps to remove those barriers

By January 1, 2016 - DJB will ensure that all of its publicly available information is made accessible upon request. When a request for an accessible format or for communication supports is received, DJB will:

- Consult with individuals making requests to determine their accessibility needs to determine a suitable format or support;
- Provide the requested information in a timely manner; and;
- Provide the information at regular cost (if any).

By January 1, 2021 - DJB will take the following steps to ensure its internet websites and all content posted on those sites (since January 1, 2012) conform with WCAG 2.0, Level AA:

- Audit all websites and content for Level AA compliance;
- Implement the necessary changes to ensure the website and web content conforms to all applicable standards.

Employment

DJB is committed to fair and accessible employment practices, and will implement all employment-related standards under the *Integrated Accessibility Standards* by January 1, 2016.

DJB will develop standard language to be included in all job postings, whether published publicly or internally, to notify our personnel and the public of our commitment to accommodate applicants with disabilities in the recruitment process.

DJB 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 the selected applicant requests an accommodation, DJB will consult with the applicant and provide suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability.

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

DJB will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Review all existing accommodation and return-to-work policies and practices;
- Revise existing policies and practices to take into account all factors set out in the *Integrated Accessibility Standards*;

When undertaking any performance management, career development and redeployment processes, DJB will ensure that the accessibility needs of all personnel with disabilities needs are taken into account. This will include a review of any individual accommodation plans that are currently in place.

Where an individual identifies any accessibility barriers, DJB will take steps to remove the barriers identified.

Design of Public Spaces

DJB will meet Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Due to the nature of our business, public spaces will typically include only service-related elements like service counters, fixed queuing lines and waiting areas. DJB will meet these standards by January 1, 2017.

DJB will endeavour to prevent service disruptions to the accessible parts of its public spaces. To reduce the risk of service disruptions, DJB will periodically inspect the accessible portions of its public spaces. When any deficiencies

are noted that may impact accessibility, DJB will take steps to correct the deficiency within a reasonable period of time.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For More Information

For more information on this accessibility plan, or for a copy of this plan in an accessible format, please contact the Firm by any of the following means:

By telephone:	905-684-9221
By facsimile:	905-684-0566
By email:	hr@djb.com
By regular mail:	Durward Jones Barkwell & Company LLP Attention: Human Resources 20 Corporate Park Drive St. Catharines, Ontario L2S 3W2