

McKenzie Lake Lawyers LLP Multi-Year Accessibility Plan

CUSTOMER SERVICE STANDARDS AND INTEGRATED ACCESSIBILITY STANDARDS (“IAS”)

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (“AODA”)

DECEMBER 2023

INTRODUCTION

This accessibility plan outlines the actions that McKenzie Lake Lawyers LLP (the “Firm”) has and will put in place to improve opportunities for individuals with disabilities, and will be implemented in accordance with the time frames set out in the Customer Service and Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act* (“AODA”). The Accessibility Plan will be reviewed every five years.

Statement of Commitment

The Firm is committed to ensuring its policies, practices and procedures for the provision of its services are consistent with the legislation in the locations in which it does business to effectively provide services to individuals with disabilities. Its policies, practices and procedures are also consistent with legislation to provide fair and accessible employment practices for employees with disabilities.

The Firm is committed to providing its services and treating all individuals in a way that allows them to maintain their dignity and independence and providing equal opportunity for individuals with disabilities to access, use, and benefit from its services. The Firm is committed to meeting the needs of individuals with disabilities in a timely manner by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA and the Accessibility Standards for Customer Service and Integrated Accessibility Standards.

PAST ACHIEVEMENTS AND COMMITMENTS TO REMOVE AND PREVENT BARRIERS:

1. Providing Services to Individuals with Disabilities

The Firm will continue to serve all clients and visitors with disabilities, including:

- communicating with individuals with disabilities in ways that take into account their disability;
- serving individuals with disabilities who use assistive devices to obtain, use, or benefit from the Firm’s services; and
- welcoming individuals with disabilities who are accompanied by a service animal or a support person.

2. Emergency Information and Procedures

The Firm is committed to continuing to provide clients with publicly available emergency information in an accessible format upon request. The firm will also provide individualized workplace emergency response information to employees with disabilities when made aware of the need for accommodation. The Firm will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodation needs or plans are reviewed, and when the Firm reviews its general emergency response policies.

3. Training

The Firm has been providing training to employees and other persons who provide goods, services or facilities on behalf of the Firm, on the requirements set out in the Integrated Accessibility Standards and on the Ontario *Human Rights Code* as it relates to individuals with disabilities.

Training is provided in a way that best suits the duties of the applicable staff, as part of new hire onboarding, and on an ongoing basis when changes are made to policies pursuant to the Integrated Accessibility Standards. Training records are stored and maintained.

4. Kiosks

The Firm has committed to future designed, procured, or acquired self-service kiosks to be built to incorporate accessibility features and with consideration for accessibility for people with disabilities.

5. Feedback Processes

The Firm has implemented processes for receiving and responding to feedback from persons with disabilities by providing or arranging for the provision of accessible formats. Feedback can be provided by mail, email, or in-person. Details of the feedback procedure are also available on the Firm's website.

6. Accessible Formats

The Firm has ensured that all publicly available information controlled by the Firm is provided in an accessible way upon request. The Firm consults with the person making the request to determine their information and communication needs.

The Firm has notified the public about the availability of accessible formats and communication supports.

7. Websites

The Firm has taken steps to ensure that all websites controlled by the Firm, and content on those sites published after January 1, 2012 (other than live captions and pre-recorded audio descriptions), conform with WCAG 2.0, Level AA, except where meeting the requirement is not practicable.

8. Employment

The Firm is committed to fair and accessible employment practices and has implemented the following:

- notifying the public and staff that, when requested, it will accommodate individuals with disabilities during the recruitment and assessment processes and when they are hired;
- a process for developing individual accommodation plans for employees with disabilities;
- a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and
- ensuring the accessibility needs of employees with disabilities are taken into account when using performance management, career development and advancement, or redeployment processes.

The Firm is committed to taking reasonable steps to prevent and remove other accessibility barriers that are identified.

9. Design of Public Spaces

The Firm has committed to future designed, procured, or acquired service counters to be built to incorporate accessibility features and with consideration for accessibility for people with disabilities.

The Firm has procedures in place to prevent service disruptions to accessible parts of these public spaces and to deal with temporary disruptions when accessible elements required under these Standards are not in working order.

In the event of a service disruption, the Firm notifies the public of the service disruption and alternatives available, as soon as practicable.

The Firm will meet accessibility laws when building or making major changes to public spaces, including:

- Any new signage will be in clear language or have pictures, detailed information for those with hearing disabilities, large print and high colour contrast, and include Braille.
- Any newly designed, built, or procured service desks will be built at an appropriate height for a seated person to access.

CONTACT INFORMATION

For more information about this accessibility policy and plan, please contact us by:

Mail to:

AODA Compliance Officer
McKenzie Lake Lawyers LLP
140 Fullarton Street, Suite 1800
London, ON N6A 5P2

By email to: aodacomplainceofficer@mckenzielake.com

Or in Person:

AODA Compliance Officer
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Staff members are welcome to contact Human Resources if they have any questions or would like to make a request under this accessibility policy and plan.

Accessible formats of this document are also available for free upon request.