

Hendry Warren LLP Multi-Year Accessibility Plan

Hendry Warren LLP strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Hendry Warren LLP is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Customer Service

Hendry Warren LLP is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others. Our initiatives include but are not limited to:

- January 2016: Client feedback processes are accessible to persons with disabilities, upon request
- January 2016: Persons with disabilities may use their own assistive devices, as required, when accessing goods or services provided by HWLLP
- January 2016: A customer with a disability who is accompanied by a guide dog, service animal or service dog is allowed access to premises that are open to the public.
- January 2016: If a customer with a disability is accompanied by a support person, both persons are allowed to enter the premises together and the customer is given access to the support person. Consent must be obtained from the customer before confidential information is discussed while the support person is present.
- January 2016: In the event of a temporary disruption of facilities or services required by customers with disabilities to access or use McCay Duff's services, reasonable efforts are made to provide advance notice.

Information and Communications

Hendry Warren LLP is committed to making our information and communications accessible to people with disabilities. Our initiatives include but are not limited to:

- January 2016: Accessible formats & communication supports are available upon request and will take into account the person's accessibility needs due to disability. We will consult with the person making the request to determine the suitability of an accessible format or communication support.
- January 2016: Recruiters to offer accommodation support to candidates being selected for interview.
- January 2016: On career's webpage, indicate that job and workplace accommodations are available upon request.
- January 2016: Documents related to the Accessibility Standard for Customer Service are available upon request and in a format that takes the customer's disability into account.
- January 2016: Upon request, a disabled employee and/or client will receive an emergency response plan in an accessible format, which will include a person designated to help them in case of emergency.

- In progress: Conform current website to WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)

Employment

Hendry Warren LLP is committed to fair and accessible employment practices. Our initiatives include but are not limited to:

- January 2016: Policies on accommodation and supports included in Employee Handbook
- January 2016: Upon request, we will consult with employees with disabilities to provide or arrange for the provision of accessible formats and communication supports for both information that is needed in order to perform the employee's job, and, information that is generally available to employees in the workplace. We will consult with the employee making the request to determine the suitability of an accessible format or communication support.
- January 2016: Upon request, we will develop individual accommodation plans for employees with disabilities.
- January 2016: We will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.
- January 2016: We will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

Training

Hendry Warren LLP is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Our initiatives include but are not limited to:

- January 2015: Develop training to cover AODA and the Ontario Human Rights Code as it pertains to people with disabilities
- January 2015: The employee training is customized to different employee types

More Information

For more information on this accessibility plan, please contact:

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Standard and accessible formats of this document are free on request from:

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Our accessibility plan is publicly posted at www.hwllp.ca

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