

MULTI-YEAR ACCESSIBILITY PLAN 2020-2025

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Kelly Santini Multi-Year Accessibility Plan 2020-2025

Statement of Commitment

Kelly Santini LLP is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, students, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Kelly Santini LLP understands the responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to our organization's compliance by incorporating accessibility legislation into our policies, procedures, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Kelly Santini LLP's policies related to the Customer Service Standard are available upon request. The provision of accessible formats and communication supports to those with disabilities will be done as requested, in a timely fashion, considering the individual's accessibility needs, and at no additional cost.

Service animals, support persons and assistive devices are welcome in our offices. Any requests regarding accommodations while visiting our offices, policies, accessible formats or communication supports should be made using the contact information below.

Providing a respectful and barrier-free environment is a shared effort, and we are committed as an organization to making accessibility for all a reality.

Feedback and questions from clients, employees, and the public can be made

- Email: leskola@kellysantini.com
- In person by visiting our reception areas.
- Phone: 613-238-6321
- Online:



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Accessibility Plan 2020 – 2025

Integrated Accessibility Standard Regulation

Part 1 General

Requirement: Accessibility policy

Actions taken:

- Internal accessibility policies governing how Kelly Santini LLP will achieve and maintain accessibility under the required standards have been developed
- The policy includes a statement of commitment and requirements for employees at all levels of the organization to meet the accessibility requirements for persons with disabilities in a timely manner
- Policies will be made available in an accessible format to customers requesting copies

Actions planned:

- Continue to review the Accessibility policy at least every three years or as practices and/or procedures change to ensure it is up to date and all AODA requirements are integrated
- Continue making the policy available in an accessible format to customers requesting a copy of the policy

Requirement: Multi-year accessibility plan

Actions taken:

- A multi-year accessibility plan was developed and is reviewed regularly

Actions planned:

- Post updated multi-year accessibility plan to the Kelly Santini website
- Provide the plan in an accessible format on request Review and update the multi-year accessibility plan at least every five years based on changing accessibility requirements and feedback from internal and external stakeholders
- Action internal committees to provide direction into the multi-year plan

Requirement: Training

Actions taken:

- All employees have taken the required training including the requirements of AODA, the IASR and the Ontario Human Rights Code as it pertains to persons with disabilities
- AODA training has been added to the On-Boarding/Orientation process
- Mandatory training continues to be provided to all new employees
- All employees, managers and senior managers understand how to interact with customers of varying abilities

Actions planned:

- AODA and OHRC training will remain a part of On-Boarding/Orientation process for all new hires
- Records of completion will remain maintained
- We will establish a refresher training cycle at least every five years or as changes occur to ensure knowledge remains current

Part II – Information & Communication Standard

Requirement: Accessible formats and communication supports

Actions taken:

- Implemented our accessible customer service feedback process. Feedback can be provided in multiple formats
- Arrange for the provision of accessible formats and/or communication supports in a timely manner and at a cost that is no more than the regular cost charged to other persons
- If information or communications are inconvertible (not technically possible, information from an external organization etc.), we provide the person requesting the information or communication with an explanation and a summary of the information or communications

Actions planned:

- Develop guidelines and best practices for creating or obtaining accessible documents
- Review feedback received and conduct accessibility assessments to identify accessibility barriers and solutions
- Continue to promote accessible communication channels to support people with disabilities in requesting accessible formats, communication supports and providing feedback

Requirement: Accessible websites and web content

Actions taken:

- Public websites, significantly refreshed websites and any web content posted after January 1, 2012 meets WCAG 2.0 Level A other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)

Actions planned:

- Beginning January 1, 2021: all public websites and web content posted after January 1, 2012 will also meet WCAG 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions)
- Conduct web accessibility audits on all existing websites and web content in order to determine if AODA requirements are satisfied

Requirement: emergency procedures, plans or public safety information

Action taken:

- We undertook a review of emergency procedures at each of its facilities and ensured that third party facilities managers are able to provide building related emergency and public safety information in an accessible format or with appropriate communication supports, as soon as practical, upon request

Actions planned:

- Continued review and update of emergency procedures and protocols
- Develop process for providing accessible building emergency and public safety information on request on behalf of the third party facilities manager

Part III- Employment standard

Requirement : Recruitment

Actions taken:

- Human Resources, Managers and other employees involved in hiring complete Employment Standard training
- All job postings include notice about the availability of accommodations for disabilities, where needed, to support their participation in recruitment processes
- Candidates who are selected for an interview will be informed that accommodations are available, upon request

- When offers of employment are made, successful candidates are advised of the policy for accommodating employees with disabilities.
- Actions planned:
- Continue to provide training on inclusionary practices to management and hiring teams
- Review and update job descriptions and postings for inclusive language and accommodation request information
- Continue to accommodate employees and allowing their experience and needs to inform the process

Requirement : Accessible formats and communication supports for employees

Actions taken:

- Assistive technology, ergonomically designed workstations and components are provided as needed
- Accessibility standards have been considered in office design and set up
- Any videos used in learning and performance courses are closed captioned

Actions planned:

- Continue to provide assistive devices as required
- Provide training to employees on how to create accessible documents

Requirement : Documented individual accommodation plans

Actions taken:

- We have a workplace accommodation policy that includes documented processes and information on accommodating employees with varying abilities

Actions planned:

- Continue to review documented processes and procedures and look for ways to enhance the accommodation program
- Review existing accommodation plans as needed
- Establish new accommodation plans for employees as needed

Requirement: Workplace emergency response information

Actions taken:

- An employee-wide communication was deployed to identify employees with disabilities requiring workplace emergency response assistance
- Individualized workplace emergency plans have been prepared for employees who have disclosed a disability and who require accommodation

Actions planned:

- Review and revise individualized workplace emergency plans on an ongoing and regular basis
- Communication to identify employees with disabilities requiring workplace emergency response assistance will be added to onboarding package
- Canvas employees every two years to identify existing employees who may now require a workplace emergency response plan
- Develop process for communicating individual emergency response plans to floor captains for emergency use

Part IV.1- Design of Public Spaces Standard

Requirement: Accessible public spaces

Actions taken:

- Accessibility design, criteria and features considered in procurement and/or redesign of any space owned or leased by the firm

Actions planned:

- Work to continuously improve physical accessibility within the Kelly Santini offices
- In the renovation of spaces such as, service counters and waiting areas we will do so in keeping with the requirements set out in the Integrated Accessibility Standards

IV.2- Customer Service Standard

Requirement: Accessible customer service

Actions taken:

- All employees have been trained on interacting with clients of all abilities
- Records of the training are maintained
- Assistive devices, support persons, and service animals are welcome in Kelly Santini offices
- Customers are informed when accessible services are temporarily unavailable

Actions planned:

- Continue to train new employees on accessible customer service
- Continue enabling customers to use assistive devices and welcoming the assistance of service animals and support persons
- Continue to communicate when accessible services are temporarily unavailable using methodologies appropriate for the circumstances
- Review emergency procedures to ensure clients with varying abilities are assisted as effectively as possible during building emergencies
- Develop tip sheets for employees on interacting with person of varying abilities
- Work to ensure any online forms are accessible

Requirement: Feedback

Actions taken:

- Implemented an accessible customer service feedback process. Feedback can be provided in multiple formats including phone, email, in person and online
- Accessible formats and communication supports for the feedback process available upon request

Actions planned:

- Continue to use the accessible feedback mechanisms as a means for improving services to persons with different abilities
- Create an Internal Advisory Committee to provide feedback
- Ensure any internal feedback mechanisms for employees are accessible

Measuring results

Reviewing feedback

We will monitor and evaluate any feedback the organization has received throughout the year related to accessibility. This information will be used to continuously improve our processes and may be integrated into our accessibility reports and/or multi-year plan.

Revisions to the Multi-year Accessibility Plan

If, through public consultation, feedback and our own accessibility action and planning processes, we determine that the Multi-year Accessibility Plan needs revision, we will update it to reflect these insights. Revisions will be available on our website, and will be provided in alternate formats on request.

Feedback is welcome

We welcome your feedback on the accessibility of the Kelly Santini LLP offices, services, and website.

Feedback from clients, employees, and the public can be made

- Email: leskola@kellysantini.com
- In person by visiting our reception areas.
- Phone: 613-238-6321
- Online:



Kelly Santini will ensure the feedback process is available to all by arranging for accessible formats, and communication supports as needed.