



ACCESSIBILITY POLICY

Summary

LAWPRO recognizes that the Government of Ontario supports the full inclusion of persons with disabilities as set out in the *Ontario Human Rights Code* (the “Code”), and the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”). It is the goal of the Ontario government to make Ontario accessible by 2025. LAWPRO’s Accessibility Policy is consistent with the AODA and the Code.

Commitment

LAWPRO is committed to providing our services in a way that respects the dignity and independence of persons with disabilities. We are also committed to preventing, identifying and removing barriers that impede the ability of people with disabilities to access our goods and services. These commitments will be integrated wherever reasonably possible and will ensure that persons with disabilities will benefit from the same services, in the same place and in a similar way as other customers.

LAWPRO is committed to ensuring that every employee and customer receives equitable treatment with respect to employment and services, without discrimination, and receives accommodation where required, in accordance with the provisions of the Code and the AODA and its Regulations. LAWPRO will meet the accessibility needs of persons with disabilities in a timely manner.

Policy Application

This policy applies to all individuals entitled to the protections set out in the AODA and its Regulations, including customers and employees of LAWPRO.

Definition of Disability

The AODA and the Code define “disability” as:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Where required, LAWPRO will consult with the disabled individual to understand his or her specific accessibility needs, and then make all reasonable efforts to meet those individual needs in a timely manner.

Accessible Formats and Communication Supports

In conjunction with the above and as per the requirements set in regulations under the AODA, LAWPRO will, upon request, consult with the disabled individual to understand his or her specific accessibility needs in order to determine the suitability of particular accessible formats and/or communication supports. LAWPRO will then provide or arrange for the provision of appropriate accessible formats and/or communication supports in order to meet those individual needs in a timely manner, subject to exceptions by regulation.

“Accessible formats” may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

“Communication supports” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Means of Achieving LAWPRO’s Accessibility Objectives

This policy, related policies and the Multi-Year Accessibility Plan outline LAWPRO’s strategies and actions to prevent and remove barriers to accessibility and to meet the requirements under the AODA and its Regulations. All of the aforementioned documents will be made available in accessible formats upon request.

Feedback

In order to ensure that existing processes for receiving and responding to feedback are accessible to persons with disabilities, LAWPRO will provide or arrange for the provision of accessible formats and communications supports, upon request.