



## **MULTI-YEAR ACCESSIBILITY PLAN**

LAWPRO is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Integrated Accessibility Standards Regulation* ("IASR") enacted under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"). LAWPRO's Multi-year Accessibility Plan, Disability Accommodation Plan, and Accessibility Policy work together to outline how LAWPRO provides inclusive and accessible services to all persons with disabilities and improves opportunities for them.

The Multi-year Accessibility Plan outlines LAWPRO's strategy to prevent and remove barriers and meet our obligations under the IASR. It focuses on LAWPRO's accessibility achievements to date and future steps LAWPRO will take to comply with Ontario's accessibility laws. We will review and update this plan at least once every five years. The plan incorporates LAWPRO's accessibility initiatives in the areas of customer service, training, information and communications, and employment standards.

Information will be made available in an accessible format, upon request.

### **Statement of 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 persons with disabilities to access our services. These commitments will be integrated wherever 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 Ontario *Human Rights Code* and the AODA and its Regulations. LAWPRO will meet the accessibility needs of persons with disabilities in a timely manner.

### **Customer Service**

LAWPRO is committed to excellence in serving all customers, including persons with disabilities, and it will carry out its functions in a manner which delivers an accessible customer service experience.

LAWPRO is committed to providing its services in a way that respects the dignity and independence of persons with disabilities.

We will continue to ensure compliance with the customer service standards in the IASR.

## **Information & Communications**

LAWPRO is committed to making company information and communications accessible to persons with disabilities. LAWPRO will continue to ensure compliance with the current requirements under the information and communication standards in the IASR and incorporate new accessibility requirements, as applicable, to ensure that its information and communications systems and platforms are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

### **1. FEEDBACK**

The following was implemented by January 1, 2015, in accordance with the IASR.

LAWPRO's existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and in a timely manner.

### **2. ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS**

The following was implemented by January 1, 2016, in accordance with the IASR.

As a general principle where accessible formats and communication supports for persons with disabilities are requested, LAWPRO:

- Provides or arranges for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons;
- Consults with the person making the request to determine the suitability of the accessible format or communication support;
- Notifies the public about the availability of accessible formats and communication supports.

### **3. ACCESSIBLE WEBSITES AND WEB CONTENT**

LAWPRO made all of its websites and content conform to WCAG 2.0, Level AA by January 1, 2021, in accordance with the IASR and will continue to ensure that any new websites and content conform to WCAG 2.0, Level AA.

## **Employment Standards**

LAWPRO is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes identifying and removing barriers and providing accessibility across all stages of the employment cycle. LAWPRO will continue to ensure compliance with the current

requirements under the employment standards in the IASR and incorporate new accessibility requirements as applicable.

The following was implemented by January 1, 2016, in accordance with the IASR.

## **1. RECRUITMENT**

### **Recruitment, General**

LAWPRO notifies employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process. This includes:

- A review and, as necessary, modification of existing recruitment policies, procedures and processes;
- Specifying that accommodation is available for applicants with disabilities on LAWPRO's website and on job postings.

### **Recruitment, Assessment, and Selection**

During the recruitment process, LAWPRO notifies job applicants who have been individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process. This includes:

- A review and, as necessary, modification of existing recruitment policies, procedures and processes;
- Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment;
- If a selected applicant requests an accommodation, consultation with the applicant and arrangements for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.

### **Notice to Successful Applicants**

When making offers of employment, LAWPRO notifies the successful applicant of its policies for accommodating employees with disabilities. This includes:

- A review and, as necessary, modification of existing recruitment policies, procedures and processes;
- Inclusion of notification of LAWPRO's policies on accommodating employees with disabilities in offer of employment letters.

## **2. INFORMING EMPLOYEES OF SUPPORTS**

LAWPRO informs all employees of policies that support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. This includes:

- Providing information under this section as soon as practicable after the new employee begins employment;
- Keeping employees up to date on changes to existing policies on job accommodations with respect to disability;
- Where an employee with a disability so requests it, LAWPRO provides or arranges for provision of suitable accessible formats and communication supports for:
  - Information that is needed in order to perform the employee's job;
  - Information that is generally available to employees in the workplace.
- In meeting the obligations to provide the information that is set out in the paragraph above, LAWPRO consults with the requesting employee in determining the suitability of an accessible format or communication support.

### **3. INDIVIDUAL ACCOMMODATION PLANS**

LAWPRO has in place a written process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.

LAWPRO'S process for the development of documented individual accommodation plans includes the following elements:

- The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
- The means by which the employee is assessed on an individual basis;
- The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved;
- The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;
- If an individual accommodation plan is denied by LAWPRO, the manner in which the reasons for the denial will be provided to the employee;
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability;
- If individual accommodation plans are established, they include:
  - Individualized workplace emergency response information that is required;
  - Any information regarding accessible formats and communication supports that have been provided for or arranged, in order to provide the employee with:
    - Information that is needed in order to perform the employee's job;

- Information that is generally available to employees in the workplace;
- Any other accommodation that is to be provided to the employee.

#### **4. RETURN TO WORK PROCESSES**

LAWPRO has a documented return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. This process outlines the steps LAWPRO will take to facilitate the employee's return to work after a disability-related absence and the process for development of a written individualized return to work plan for such employees. LAWPRO uses individual accommodation plans in this return to work process.

#### **5. PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND REDEPLOYMENT**

LAWPRO takes the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when managing performance, career development and advancement, and when redeployment is required.

### **Training**

LAWPRO is committed to providing appropriate training on the elements of the IASR and the Ontario *Human Rights Code* that pertain to persons with disabilities as soon as is practicable.

The following was implemented by January 1, 2015, in accordance with the IASR.

LAWPRO:

- Provides training to all LAWPRO employees, volunteers, persons who participate in developing LAWPRO's policies and persons who provide goods, services or facilities on behalf of LAWPRO on the requirements of the IASR and the Ontario *Human Rights Code* as they pertain to persons with disabilities;
- Ensures that the training is provided as soon as practicable;
- Maintains a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided;
- Ensures that training is provided on any changes to the prescribed policies on an ongoing basis.

LAWPRO will continue to ensure compliance with the current training requirements in the IASR and incorporate new accessibility requirements as applicable,

## **For More Information**

For more information on this accessibility plan, and to receive this accessibility plan in an accessible format, please contact:

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