



DELZOTTO, ZORZI LLP
BARRISTERS & SOLICITORS

DELZOTTO, ZORZI LLP POLICY STATEMENT: ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES – INTEGRATED ACCESSIBILITY STANDARDS

1. General Accessibility Policy

The mission of DelZotto, Zorzi LLP (“**DZ**”) is to provide its legal services in a manner that is inclusive, progressive, and accessible to all persons.

2. Information and Communication Standards Policy

DZ is committed to providing accessible information formats and communication supports for persons with disabilities. 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.

These accessible formats and communication supports will be provided upon request in a timely manner at a cost no more than that paid by other persons. DZ will consult with the person making the request to determine the suitability of an accessible format or communication support.

DZ will provide any member of the public engaging in DZ’s feedback process with accessible formats and communication supports. Any of our emergency procedures, plans, or public safety information provided to the public will also be provided in an accessible format or with appropriate communication supports as soon as practicable, upon request.

3. Employment Standards Policy

a) Recruitment

DZ shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

DZ welcomes and encourages applications from people with disabilities. DZ will inform applicants selected to participate in an assessment or selection process that accommodations are available upon request. If a selected applicant requests an accommodation, DZ will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.

When making offers of employment, DZ will notify the successful applicant of its policies for accommodating employees with disabilities.

b) Informing Employees of Supports

DZ shall notify its employees as soon as practicable after they begin their new employment of our policies supporting DZ's 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 disability. DZ will provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

c) Accessible Formats and Communication Supports for Employees

DZ will consult with any employee with a disability regarding the provision of accessible formats and communication supports to facilitate the employee's access to information needed for their job or information generally available to other employees, upon request.

d) Workplace Emergency Response Information

DZ shall provide individualized workplace emergency response information to employees who have a disability and who require this information. If the employee with a disability will require assistance in situations of workplace emergency, DZ will seek the employee's consent as soon as practicable and provide this emergency response information to someone at the firm designated to assist the employee. DZ will work to ensure this emergency response information is kept up to date.

4. Customer Service Standards Policy

DZ is committed to excellence in serving all clients including persons with disabilities and we will carry out our functions and responsibilities in a manner which is consistent with our obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA").

As a provider of services, DZ is committed to upholding the following four core principles:

1. Dignity;
2. Independence;
3. Integration; and
4. Equal Opportunity.

In fulfilling our mission, DZ strives at all times to provide its services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving people with disabilities the same opportunity to access and benefit from the same services, in the same place and in a similar way as other clients.

a) Communication

DZ will communicate with persons with disabilities in ways that take into account their disability. We will train all staff on how to interact and communicate with people with various types of disabilities.

b) Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

c) Use of Service Animals and Support Persons

We are committed to welcoming persons with disabilities who are accompanied by a service animal on all parts of our premises. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

We are also committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter DZ's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

d) Notice of Temporary Disruption

DZ will provide clients with notice in the event of a planned or unexpected disruption in the facilities which are usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed in the lobby and/or on the firm's website.

5. Customer Service Standards and Accessibility Training for Staff

DZ is committed to maintaining high customer service and accessibility standards in the workplace and throughout the provision of our services.

DZ's customer service and accessibility standards training will educate DZ employees and persons who provide services on behalf of DZ regarding:

- The purposes of the AODA and the requirements of the customer service standard;
- The requirements of the accessibility standards referred to in the Integrated Accessibility Standards Regulation, Ont. Reg. 191/11 and the Ontario *Human Rights Code* as it pertains to persons with disabilities;

- How to interact and communicate with persons with various types of disability;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person; and
- What to do if a person with a particular type of disability is having difficulty accessing DZ's services or facilities.

All new employees shall receive customer service and accessibility standards training as soon as practicable after the new employee commences his or her duties. Employees will also be trained on an ongoing basis when changes are made to these policies.

6. Feedback Process Policy

DZ's ultimate goal is to meet and surpass client expectations while serving clients with disabilities. Comments from clients regarding DZ's provision of services to persons with disabilities and the accessibility of the feedback process to persons with disabilities are welcome and appreciated.

Feedback regarding the way DZ provides services to people with disabilities can be made by email, telephone, in person or in writing. All feedback should be directed to Stella Vilardo at:

DelZotto, Zorzi LLP
4180 Dufferin St, Suite D
Toronto, ON M3H 5S8
Tel: 416.665.5555, ext. 5205
Fax: 416.665.9653
svilardo@dzlaw.com

Clients can expect to hear a response to any such feedback within ten (10) business days. DZ is committed to investigating and considering any constructive feedback provided by clients and will take such action as is necessary to ensure that DZ continues its commitment to provide excellent service to persons with disabilities.

7. Provision of this Policy and other AODA documentation

DZ will provide copies of this document and other AODA documentation to any person who requests copies of same. If the person requesting copies of this Policy or other AODA documentation has a disability, the format in which the documentation is given to that person will take into account his or her disability.

8. Modifications to this or other policies

DZ is committed to developing accessibility standards that respect and promote the dignity and independence of persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

9. Questions about this policy

If anyone has a question about the policy, or if the purpose of a policy is not understood, questions should be referred to Stella Vilaro, as per the contact information referred to in section 6 above.