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## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES CUSTOMER SERVICE POLICY

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### POLICY FRAMEWORK

#### Policy Statement

In Ontario, DLA Piper (Canada) LLP strives to provide a barrier-free environment for our clients and to provide goods and services to people with disabilities in a manner that respects their dignity and independence, assuring equality of opportunity and integration, and ensuring they receive the same high standard of service excellence that we endeavour to provide to all clients.

The goal of the AODA is to create a more accessible Ontario by identifying, and to the extent possible, preventing and eliminating barriers experienced by persons with a disability. A standard for customer service (the Standard) has been established under the AODA to ensure goods and services are, where at all possible, equally accessible to every Ontarian.

#### Core Principles

We endeavour to ensure that the policy and related practices and procedures are consistent with the following four core principles:

**Dignity** - Clients with a disability must be treated as valued clients as deserving of service as any other client.

**Equality of Opportunity** - Clients with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.

**Integration** - Wherever possible, clients with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other client. In circumstances where integration does not serve the needs of the client with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the client's individual needs.

**Independence** – Goods and services must be provided in a way that respects the independence of clients with a disability. To this end, we will always be willing to assist a client with a disability but will not do so without the express permission of the client.

#### Definition Of Terms

“Assistive Device”	Any device that is designed, made, or adapted to assist a person in performing a particular task, including physical or technical aids, such as communication devices, canes, crutches, hearing aids and wheel chairs
“Barrier”	Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice
“Disability”	Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, a condition of mental impairment

or a developmental disability, a learning disability, or a dysfunction in one of 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 plans established under the *Workplace Safety and Insurance Act, 1997*

“DLA Piper Canada”	DLA Piper (Canada) LLP, operating in Ontario
“Service Animal”	An animal that has been trained to perform tasks that assist people with disabilities and includes any animal (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability
“Support Person”	In relation to a person with a disability, another person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

### **Who Does this Policy Apply To?**

This policy applies to DLA Piper Canada’s operations in Ontario in respect of the provision of goods and services to individuals with disabilities. This policy applies to all persons who deal with members of the public or other third parties on behalf of DLA Piper Canada in Ontario and who are responsible for developing DLA Piper Canada’s policies, including employees, agents, volunteers and contractors of DLA Piper Canada, whether such employees, agents, volunteers or contractors are engaged in a full-time, part-time, temporary, casual or reduced work arrangement (collectively, DLA Piper Canada staff).

## **ACCESSIBILITY OF SERVICES**

### **Communication with Persons with Disabilities**

DLA Piper Canada strives to communicate with clients with a disability in a manner that takes into account both the disability and the client’s preferred method of communication. DLA Piper Canada can communicate with clients in writing, via telephone, email or meetings, either in person or via video conferencing. DLA Piper Canada recognizes that not all clients will wish to communicate in the same manner. How to interact and communicate with persons with disabilities is set out in our accessibility training program for DLA Piper Canada staff.

### **Assistive Devices**

Clients with a disability are permitted, where possible, to use their own assistive device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an assistive device on our premises, we will first endeavour to remove that barrier. If we are not able to remove the barrier, we will ask the client how he or she can be accommodated and what alternative methods of service would be more accessible to him or her. We will make best efforts to provide an alternative means of assistance to the client with a disability.

DLA Piper Canada staff will receive training on various assistive devices that may be used by clients with a disability while accessing our goods and services.

## **Service Animals**

Clients with a disability may be accompanied by a service animal and keep the service animal with them on DLA Piper Canada premises, if the public or other third parties have access to such premises and the service animal is not otherwise excluded by law. If a service animal must be excluded, we will explain to our client why this is the case and explore alternative ways to meet the client's needs.

It is the responsibility of the client using the service animal to ensure that the service animal is kept in control at all times.

DLA Piper Canada staff will receive training on how to interact with clients with a disability who are accompanied by a service animal.

## **Support Persons**

Clients with a disability may be accompanied by a support person and have access to the support person on DLA Piper Canada premises.

Where appropriate, support persons may be required to acknowledge that it is the client, and not the support person, to whom DLA Piper Canada is providing its advice and services.

DLA Piper Canada may require a client with a disability to be accompanied by a support person where it is necessary to protect the health or safety of the client with a disability or the health or safety of others on the premises.

DLA Piper Canada staff will receive training on how to interact with clients with a disability who are accompanied by a support person.

## **Notice of Temporary Service Disruptions**

DLA Piper Canada will notify clients if there is a planned or unexpected disruption of a facility or service that clients with a disability use to access our goods and services. The notice will be posted at the Toronto office reception and/or, where possible, in the lobby of First Canadian Place. The notice will include the following information:

- That a facility or service is unavailable.
- The anticipated duration of the disruption.
- The reason for the disruption.
- Alternative facilities or services, if available.

In the event of an unexpected disruption, notice will be provided as soon as possible.

## **TRAINING AND RECORDS**

DLA Piper Canada will provide training, and ongoing training as required under the AODA, to all DLA Piper Canada staff. Training in an on-line format will be included in the on-boarding process for all new hires and on a continuing basis as required.

### **Content of Training**

Training will include:

- A review of the purposes of the AODA and requirements of the Integrated Accessibility Standards Regulation
- How to interact and communicate with clients with various types of disabilities

- How to interact with clients with a disability who use an assistive device or require the assistance of a service animal or support person
- How to use equipment or devices made available on our premises to assist clients with a disability to obtain, use or benefit from our services
- What to do if a client with a disability is having difficulty accessing our premises and/or services
- The content and requirements of DLA Piper Canada's policies, practices and procedures relating to the Standard

## **Training**

New DLA Piper Canada hires will be provided with training to be completed within 30 days of their start date.

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided, shall be maintained in accordance the requirements of the AODA.

## **FEEDBACK PROCEDURE**

### **Feedback Process**

DLA Piper Canada values your feedback! Comments regarding how well client expectations are being met are welcomed and appreciated.

### **Feedback Delivery Channels**

You may provide feedback to us in one of the following ways:

- **Electronically**, by visiting our website at [www.dlapiper.com/en/canada](http://www.dlapiper.com/en/canada).
- **By email**, to [kathryn.buchan@dlapiper.com](mailto:kathryn.buchan@dlapiper.com)
- **In person**, by visiting DLA Piper Canada's Toronto office and hand-delivering feedback in writing to the reception area.
- **In writing**, to

DLA Piper Canada AODA Feedback  
1 First Canadian Place, Suite 6000  
P.O. Box 367  
100 King Street West  
Toronto, ON M5X 1E2

Additionally, clients may request for their DLA Piper Canada contact to submit feedback on their behalf.

DLA Piper Canada is also prepared to provide accessible formats and communication supports for persons with disabilities who wish to provide feedback to DLA Piper Canada upon request. Please contact us using any of the contact methods listed above to request accessible formats and communication supports.

### **Responding to Feedback**

DLA Piper Canada's AODA representative will respond to all feedback received as soon as is practicable and acknowledge receipt of the feedback within ten business days of receipt. A reply will be provided in the format requested by the client, by email, phone or in writing. The response will contain an acknowledgement of the receipt of the client's feedback, and outline any further action(s) to be taken.

Where appropriate, feedback will be taken into consideration as part of the ongoing review of the AODA Customer Service standard policies and procedures.

## **NOTICE OF AVAILABILITY OF DOCUMENTS**

DLA Piper Canada's AODA Customer Service Standard Policy and procedures will be made available to the public and clients upon request.

Notification of the availability of documents will be posted on the DLA Piper Canada website. DLA Piper Canada will provide documents, or the information contained in documents, required to be provided under the Standard to a client with a disability in a format that takes into account the client's disability, upon request.