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## **Pettinelli Mastroluisi LLP**

# **Multi-Year Accessibility Plan**

**Last Updated: March 2022**

## Contents

Message from Partners.....	3
Introduction.....	3
Client Service.....	4
Information and Communications.....	5
1. General Public Information.....	5
2. Emergency and Public Safety Information.....	5
3. Feedback processes for employees and the public.....	5
4. Employee Information.....	6
Employment.....	7
1. Hiring.....	7
2. Workplace information.....	7
3. Talent and performance management.....	8
4. Accessibility Policies and Communication.....	8
5. Accommodation Plans.....	8
6. Return to Work Process.....	8
Training.....	9
Website.....	9
Built Environment and Design of Public Spaces.....	10
Conclusion.....	10
For More Information.....	10



## Message from Partners/Statement of Commitment

Pettinelli Mastroluisi LLP (PM) is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, 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, and its associated regulations.

Pettinelli Mastroluisi LLP understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, 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.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact Human Resources.

## Introduction

Pettinelli Mastroluisi LLP is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps that PM has taken to meet those requirements and to improve opportunities for people with disabilities. It is organized around the following standards and general requirements of the AODA.

The five standards are:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

The general requirements are:

- Procurement
- Training

This document includes a summary of the accessibility initiatives that PM maintains as part of this program as plans for future action. These projects and programs are those that the PM has and will enact to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

## Client Service

PM is committed to providing accessible client service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

Initiatives that we have implemented include:

- Creating an ***Accessible Client Service Standards*** policy, outlining our philosophy and procedures for ensuring the provision of accessible service.
- Training all our staff and volunteers on this policy, as well as the following:
  - Purpose of the Accessibility for Ontarians with Disabilities Act and the requirements of the customer service standard
  - All policies and practices related to the customer service standard
  - How to interact and communicate with people with various types of disabilities
  - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
  - How to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities
  - What to do if a person with a disability is having difficulty accessing our goods, services, or facilities
- Making this policy accessible to the public and our customers by posting the policy on our website.

For further information and to review our training materials, please see our ***Accessible Customer Service*** policy.

## Information and Communications

PM is committed to making our information and communications accessible to people with disabilities. We inform the public and our employees that we will make written information and other forms of communication accessible, upon request, as well as via our related policies and procedures.

When a person with a disability asks for accessible information or requires communication supports, we work with them to figure out how to meet their needs in a timely manner and at no extra cost.

We will not make information accessible if the following factors are present:

- It is not possible technically to convert a document to an accessible format. In this case we will explain why and provide a short summary of it instead.
- The information comes from another organization
- We don't control the information
- The information is found on products or product labels

Specifically, we will ensure the following types of information and communication are available in accessible formats when requested:

### 1. General Public Information

This includes all print documents and information provided to the public on our website.

### 2. Emergency and Public Safety Information

This includes:

- Emergency plans and procedures
- Maps, warning signs and evacuation routes
- Information about alarms or other emergency alerts

### 3. Feedback processes for employees and the public

When receiving and responding to feedback, we will take into account persons with disabilities. We do this by allowing different ways for people to communicate with the Firm. Feedback regarding the way we serve our students or employees

with disabilities can be made in person, by telephone, in writing or by e-mail. All feedback shall be directed to Management and/or Human Resources.

Individuals are informed of our feedback procedures within our applicable policies and procedures (see our ***Accessible Client Service Standards*** policy).

#### 4. Employee Information

We will provide accessible workplace information when an employee with a disability makes a request. Such information may include:

- Any information that employees need to perform their jobs
- General information that is available to all employees at work (e.g., company newsletters, bulletins about company policies and health and safety information)
- Information about emergency procedures

#### **Accessible Formats and Communication Supports**

Except as otherwise provided, the Firm, upon request, will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that considers the person's accessibility needs due to disability. This will be provided at a cost that is no more than the regular cost charged to other persons.

We shall consult with the person making the request in determining the suitability of an accessible format or communication support.

Types of accessible formats may include:

- HTML and Microsoft Word
- Braille
- Accessible audio formats
- Large print
- Text transcripts of visual and audio information
- Video correspondence

Types of communication supports may include:

- Reading the written information aloud to the person directly

- Exchanging hand-written notes (or providing a note taker or communication assistant)
- Captioning or audio description
- Assistive listening systems
- Augmentative and alternative communication methods and strategies (e.g., the use of letter, word or picture boards, and devices that speak out)
- Sign language interpretation and intervenor services
- Repeating, clarifying or restating information

We notify the public about the availability of accessible formats and communication supports in the following ways:

- Within our ***Accessible Client Service Standards*** Policy
- As posted on our recruitment advertisements
- Via verbal communication from Partners and Managers

## Employment

PM is committed to fair and accessible employment practices.

### 1. Hiring

The PM will notify applicants that we will accommodate the needs of people with disabilities in our hiring process. We will do this in the following ways:

- Include language in job postings
- Inform job applicants when they are selected for an interview that accommodation will be provided as needed

If an applicant or successful candidate requests an accommodation, we will discuss their needs with them and make adjustments to support them.

### 2. Workplace information

Upon request, PM will provide workplace information in an accessible format. This includes:

- Any information employees need to perform their jobs (e.g. job descriptions and manuals)
- General information that is available to all employees at work (e.g. company newsletters, bulletins about company policies and health and safety information)

When requested, we will discuss with the employee with disabilities about how they need to receive the information.

PM will also provide accessible emergency information to staff when we become aware an employee may need accommodation in an emergency.

### 3. Talent and performance management

Currently, the Firm does not have a formal performance management or career development process. Though, we will consider the needs of an employee with disabilities within any informal performance management processes that may exist from time to time, including performance reviews/ discussions as well as promotion/ transfer decisions. Such accommodations may include:

- Making documents available in accessible formats
- Providing feedback and coaching in a way that is accessible to them
- Providing the accommodations employees need to successfully learn new skills or take on more responsibilities

### 4. Accessibility Policies and Communication

Current accessibility policies include:

- ***Accessible Client Service Standards***
- ***Accommodations for Persons with Disabilities***

PM informs employees about our policies to support people with disabilities. Employees are informed upon hire as well as when policies or procedures are introduced or updated.

### 5. Accommodation Plans

PM has developed and documented a process for creating accommodation plans for employees with disabilities. See **Individual Accommodation Process and Individual Accommodation Plan**.

### 6. Return to Work Process

PM has developed and documented a process for creating accommodation plans for employees with disabilities. See **Return to Work Process and Return to Work Plan**.



## Training

PM is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

We will provide training to:

- All employees and volunteers (paid and unpaid, full-time, part-time and contract positions)
- Anyone involved in developing policies
- Anyone who provides goods, services or facilities to customers on our behalf

Training will be provided as soon as possible after an employee, independent contractor or volunteer joins our organization as well as when policies or procedures are introduced or updated.

Employees shall be trained on the areas of accessibility as required by their role with the Firm, which may include some or all of the following:

- 1. Accessible customer service training**

- 2. Work related accessibility training**

Staff may be trained on the following, as applicable:

- Areas of the accessibility standards that are relevant to their work responsibilities
- The Ontario Human Rights Code (where it relates to people with disabilities)

## Website

Pettinelli Mastroluisi LLP will work to ensure that our Internet websites, including web content, is accessible and meets the accessibility standards outlined in the applicable accessibility laws. PM will work to develop a project plan with our developers to ensure compliance with the WCAG 2.0 Level AA success criteria.

Our website contains a specified Accessibility page which contains our Statement of Commitment to Accessibility and up to date policies, plans and procedures.



In addition, our accessibility page contains our telephone contact information, physical address as well as an email messaging field, allowing clients, vendors, shareholders, etc. to reach out to Human Resources directly. They can use the contact information to inquire for further detail on our accessibility policies, plans, and training programs, or to provide us feedback on the accessibility of our customer service

## Built Environment and Design of Public Spaces

PM will ensure any new or redeveloped public spaces are accessible including our parking lot, service counters and waiting areas.

### Entrances and Common Areas

- PM offices can be accessed by stairs and elevators.
- Washrooms are equipped with accessible features.

## Conclusion

As PM continues to prevent, identify, and remove accessibility barriers, it is important for us to monitor and report on the progress and results in meeting the commitments in the five-year accessibility plan.

Status reports will be released annually and shared on our website on our Accessibility page.

Moving forward, PM will grow to be a more accessible employer and service provider.

## For More Information

For more information or to request a standard or accessible format of this plan, please contact:

Tiana Capuano, Human Resources Manager  
905-522-6555 ext. 276  
[tianac@petmas.ca](mailto:tianac@petmas.ca)

Our accessibility plan is publicly posted at:  
<https://www.petmas.ca/>