



Accessible Client Service Standards

Pettinelli Mastroluisi LLP (PM) supports the full inclusion of persons with disabilities as set out in the Ontario Human Rights Code (OHRC), the Ontarians with Disabilities Act (AODA) and the Accessibility of Ontarians with Disabilities Act (AODA). We strive at all times to provide our services in a way that preserves the dignity and independence of all our clients and visitors including those with disabilities. Our commitment to this is demonstrated in the following areas:

Communication

We will communicate with people with disabilities in ways that take their specific needs and circumstances into consideration. This may include the use of plain language or slowing speech when speaking with clients in person or on the telephone. Please refer to our Multi-Year Accessibility Plan for more information on various types of communication supports.

Accessibility Requests

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. Any individual can make a request for accessible formats and communications in person or via email or phone. The request should be directed to Human Resources or a Management member. Each request will be considered individually. Pettinelli Mastroluisi will consult with the person making the request in determining the suitability of an accessible format or communication support. The firm aims to provide an alternative within 7 (seven) business days.

Billing

Receipts or invoices will be provided in large print or e-mail formats upon request. As well, employees will respond to any questions that clients may have about the contents of their invoice or bill in person, by telephone or by email.

Assistive Devices

PM is committed to supporting clients with disabilities who use assistive devices to obtain, use or benefit from our services or products. Assistive devices may include any aids used by a client to access our services, including communication aids (e.g., an electronic communication device using a synthetic voice), cognition aids, personal mobility aids and medical aids (i.e., canes, crutches, wheelchairs, or hearing aids).

Service Animals

Persons with disabilities may bring their service animals onto parts of our premises that are open to the public or other third parties. Service animals include any animal trained to do work or perform tasks for the benefit of a person with a disability.



Support Persons

We welcome support persons who accompany clients with disabilities to our premises. Support persons include any person, whether a paid professional, volunteer, family member or friend who accompanies a client with a disability in order to help with communication, mobility, personal care or medical needs or with access to our services.

Notice of Temporary Disruption

The company will inform clients if there is a planned or unexpected disruption in the facilities or services usually used by persons with disabilities to access our services. Such notices shall be posted as soon as possible and will include the reason for the disruption, how long it is expected to last and what alternative facilities or services are available. This information will be placed at the main entrance of the office.

Feedback

Feedback on our services regarding how well client expectations are met is always encouraged and appreciated. Feedback regarding the way the company serves our clients 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.

If a complaint is received, management or a delegate will review the feedback, investigate the situation, and try to resolve it and provide a response within fourteen (14) business days.

Compliance

In conjunction with these guidelines, employees are expected to use good judgement, based on ethical and moral principles to ensure they are acting appropriately. Employees who are unsure about the proper course of action in a particular situation should discuss the matter with management.

Accessible Websites and Web Content

PM will ensure that our Internet websites, including web content, is accessible and meets the accessibility standards outlined in the applicable accessibility laws.

Employment Standards

We will notify our employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process. If a selected applicant requests an accommodation, we will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that considers the applicants accessibility needs due to disability.

We will continue to inform our employees of policies and any updates to those policies, including policies on the provision of job accommodations, return to work plans and individualized emergency plans (as needed) that take into account employees accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.



Upon the request of an employee with a disability, we will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform their job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, we will consult with the employee making the request.

Built Environment and Design of Public Spaces

We are committed to incorporating barrier free design principles when building or making major modifications to public spaces as required. PM will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to spaces.

Training

PM is committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will ensure that training is provided on the requirements of the accessibility standards and continue to provide training to staff on an ongoing basis. Employees and managers will be trained when changes are made to the accessibility policy. New employees will be trained during orientation, within one month of their start date.

PM will continue to track and maintain a record of the training provided.

Accessibility Plan

PM has developed and will maintain an Accessibility Plan outlining the organization's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The Accessibility Plan will be reviewed and updated at least once every five years. Upon request, we will provide a copy of the Accessibility Plan in an accessible format.

Modifications to This or Other Policies

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Policy Owner

Human Resources

Policy Review and Updates

The policy will be reviewed and updated on an annual basis.

Date of Last Update

April 2024