

AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2021 accessibility plan outlines the policies and actions that Kelly Santini LLP has and will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

Kelly Santini LLP believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Plan

General Requirements		
Accessibility Requirement:	Establishment of accessibility policies	Timeline: January 1, 2014 - Completed
Actions Taken:	<ul style="list-style-type: none"> Internal accessibility policies governing how Kelly Santini LLP will achieve and maintain accessibility under the required standards have been developed and maintained A Multi-Year Accessibility plan has been established Notice of availability of policies in accessible formats included in Statement of Commitment posted online 	
Accessibility Requirement:	Training on AODA and the <i>Human Rights Code</i>	Timeline: January 1, 2015 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> Training has been provided to all current employees Records of such training are complete AODA/OHRC training included in onboarding process All incoming volunteers, students, and employees take AODA/OHRC training within 14 days of start date 	

Accessibility Requirement:	Multi-Year Plan	Timeline: January 1, 2014 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> • Multi-Year plan has been established, reviewed and link posted to the Kelly Santini LLP website • Reviewed annually or as changes within firm structure require it 	

Information and Communications Standard
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Accessibility Requirement:	Feedback Process	Timeline: January 1, 2015 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> • Feedback process is outlined in the Statement of Commitment, including accommodations available • Notice for feedback posted in large print in reception area, including all feedback options; accessible formats available upon request • Standard feedback forms available in reception areas • Feedback process includes a variety of options and accessible formats upon request • All feedback will be responded to in a timely manner, taking any disability related needs into consideration as required 	
Accessibility Requirement:	Accessible formats and communication supports	Timeline: January 1, 2015 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> • Availability of accessible formats and communication supports is outlined in the Statement of Commitment • Accessible formats and communication supports are provided in a timely fashion, at no additional cost, and in direct consultation with the person/s making the request • All employees are trained in Information and Communication standards 	
Accessibility Requirement:	Emergency procedures, plans or public safety information	Timeline: January 1, 2012 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> • Clients/employees are provided with publicly available emergency information, plans or public safety information in an accessible format upon request • Business continuity plans are posted online and, in our offices, to notify the public of any disruption to regular business practices 	
Accessibility Requirement:	Accessible websites and web content	Timeline: June 30, 2021 - Complete
Actions Taken:	<ul style="list-style-type: none"> • Kelly Santini LLP website and web content conforms to WCAG 2.0 Level AA • Annual review to ensure compliance requirements remain satisfied 	

Employment Standard		
Accessibility Requirement:	Recruitment, assessment, and selection processes	Timeline: January 1, 2016 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> • Human Resources, Managers and other employees involved in hiring complete Employment Standard training • Notice of accommodation is included in all recruitment materials outlining the interview/assessment process • Successful applicants are notified of Employment Standard Policy and accommodations for employees with disabilities 	
Accessibility Requirement:	Informing employees of supports, accessible formats and communication supports	Timeline: January 1, 2016 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> • Employment Standard Policy is available • Specific mention of accommodations available made to new employees during onboarding process • Updates on related policies are provided to employees as changes occur 	
Accessibility Requirement:	Workplace emergency response information	Timeline: January 1, 2016 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> • Kelly Santini LLP has template to create individualized workplace emergency response plans for employees with disabilities • Employees receive emergency information in accessible formats upon request • Employees have access to building emergency response plans • Individualized workplace emergency response plans for employees with disabilities reviewed annually or upon any changes to disability status, work location, duties etc. 	
Accessibility Requirement:	Documented individual accommodation plans	Timeline: January 1, 2016 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> • Accommodation Policy is available • A series of templates have been created for developing individual accommodation plans for employees returning to work that have been absent due to a disability • Individual accommodation plans for employees with disabilities reviewed annually or upon any changes to disability status, work location, duties etc. 	
Accessibility Requirement:	Return to work process	Timeline: January 1, 2016 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> • Return To Work (RTW) Policy is available • Return to Work Guide available to managers outlining best practices for RTW process • RTW-Functional Abilities template developed • RTW plans for employees with disabilities reviewed annually or upon any changes to disability status, work location, duties etc. 	

Accessibility Requirement:	Performance management and career development process	Timeline: January 1, 2016 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> • Kelly Santini LLP takes into account the accessibility needs of the employee, including accommodation plans, when providing career development information and when performance is being reviewed for employees with disabilities • Notification of accommodations is provided on internal job postings 	
Accessibility Requirement:	Redeployment	Timeline: January 1, 2016 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> • Use redeployment within the firm as a RTW strategy • When transferring employees to new positions with the firm, consider their individual accessibility needs and plans • Inform employees of accommodations and supports available 	

Customer Service Standards		
Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	Timeline: January 1, 2012- Complete
Actions Taken:	<ul style="list-style-type: none"> • Accessible Customer Service Policy is available to the public in an accessible format upon request as noted in the Statement of Commitment • Policies have been designed to ensure service is provided with equal opportunity for access and in a manner that respects the dignity and autonomy of those with disabilities 	
Accessibility Requirement:	Use of service animals and support persons	Timeline: January 1, 2012 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> • All employees are trained in Customer Service Standards • Persons with a disability are permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises • Should a service animal be excluded from the premises other measures are taken to enable a person with a disability to obtain, use, or benefit from Kelly Santini LLP's goods, services, or facilities • Persons with a disability and their support person are permitted to enter the premises together and the person with a disability is not prevented from having access to the support person while on the premises • Persons with a disability are required to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability 	

Accessibility Requirement:	Notice of temporary disruptions	Timeline: January 1, 2012 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> • Notice of any temporary disruption to services that may affect persons with disabilities is posted in a prominent place and on the Kelly Santini LLP website • Documents outlining temporary disruption of services are prepared and provided upon request • Clients are notified that any service disruption materials are available in accessible formats upon request 	
Accessibility Requirement:	Provide accessible customer service training to all staff	Timeline: January 1, 2012 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> • Training requirements are outlined in the Accessible Customer Service Policy • All employees are trained in Customer Service Standards • Records of such training are complete • All incoming volunteers, students, and employees take training within 14 days of start date 	
Accessibility Requirement:	Feedback processes	Timeline: January 1, 2012 - Ongoing
Actions Taken:	<ul style="list-style-type: none"> • Feedback process is outlined in detail in the Statement of Commitment, including accommodations available • Notice for feedback posted in large print in reception area, including all feedback options; accessible formats available upon request • Standard feedback forms available in reception areas • Feedback process includes a variety of options and accessible formats upon request • All feedback will be responded to in a timely manner, taking any disability related needs into consideration as required 	