

# ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

This 2017-2021 accessibility plan outlines the policies and actions that Logan Katz LLP will put in place to improve opportunities for people with disabilities.

## STATEMENT OF COMMITMENT

Logan Katz is committed to providing a barrier-free environment and to meeting the accessibility needs of persons with disabilities in a timely manner. As a firm, we recognize our responsibility to ensure a safe, dignified and welcoming environment for everyone, including our clients, job applicants, employees, suppliers and visitors who enter our offices, use our services, or access our information.

Logan Katz is committed to ensuring its compliance by incorporating accessibility legislation into our training programs, requirements, policies, procedures, equipment and best practices. These policies and practices will be reviewed on an annual basis, in anticipation of compliance deadlines and as organizational changes take place.

Our organization's Accessibility Policies adhere to the objectives outlined in the Accessibility for Ontarians with Disabilities Act, 2005 and its associated regulations. This policy provides guidelines to ensure people with disabilities are treated in a manner that accommodates disability-related needs and reflects the principles of independence, dignity, integration and equality of opportunity.

## NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to a particular facility or service used to allow a person with a disability to access or use Logan Katz's goods or services (i.e., a temporary disruption in the telephone system), we will give notice as soon as practicable in the circumstances of the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that are available.

A notice of a temporary disruption to a particular facility or service will be placed in a conspicuous place on the premises of the affected building, and/or by other reasonable methods in the circumstances (i.e., the Logan Katz website).



## ACCESSIBLE EMERGENCY INFORMATION

Logan Katz is committed to providing its customers and clients with publicly available emergency information in an accessible way upon request. When necessary, Logan Katz will provide accessible and customized emergency information to employees when requested or when an employee may need an accommodation in an emergency.

## DEFINITIONS

**Assistive Device:** Any auxiliary aid, such as communication aid, cognition aid, personal mobility aid and medical aid designed or adapted to assist people with disabilities to perform actions, tasks and activities.

**Disability:** As defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or a dysfunction in one or 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 plan established under the Workplace Safety and Insurance Act, 1997.

### **Service Animal:**

- any animal that is used by a person with a disability for reasons relating to his or her disability; or
- if it is not readily apparent that the animal satisfies (a), any animal for which a person with a disability provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability.

**Support Person:** Any person, whether a paid professional, volunteer, family member, friend or otherwise, who accompanies a person with a disability in order to assist the person with a disability with communication, mobility, personal care, medical needs or accessing goods or services.



## **COMMUNICATION**

We will strive to accommodate the needs of people with disabilities by making best efforts to communicate in the format that is most suitable for each individual.

When a Logan Katz employee interacts with clients or other third parties on behalf of Logan Katz and is unsure of the best approach for communicating with a person with a disability, they are encouraged to ask the person politely and not assume how they can best communicate with the person.

## **THE PROVISION OF GOODS AND SERVICES TO PERSONS WITH DISABILITIES**

Logan Katz will make every reasonable effort to ensure that its policies, procedures and practices are consistent with the principles of equal opportunity, independence, dignity and integration by:

- Ensuring all customers receive the same value and quality;
- Allowing customers with disabilities to do things at their own pace, in their own way when accessing goods and services, so long as this does not present a health and safety risk;
- Using alternative methods to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner when possible;
- Considering individual accommodation requirements when providing goods and services; and
- Communicating in a manner that considers the customer's disability.

## **ASSISTIVE DEVICES**

Logan Katz is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by our company.

We will strive to accommodate people with disabilities who use assistive devices and to offer alternative service methods to ensure equal access to our services.

If the assistive device presents a health or safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services, up to the point of undue hardship.



## **SERVICE ANIMALS AND SUPPORT PERSONS**

Any person with a disability who is accompanied by a service animal will be welcomed and allowed to enter the parts of our premises that are open to the public and other third parties, unless the service animal is otherwise excluded by law from the premises in which case, we will use all other available measures to ensure that the person with a disability is able to obtain, use or benefit from our services.

Staff may respectfully ask if an animal is a service animal and will not ask the nature of the person's disability or purpose of the animal.

Similarly, a support person who accompanies a person with a disability will be welcomed and allowed to enter the parts of our premises that are open to the public and other third parties.

If seating and availability prevent the customer and support person from sitting beside one another, Logan Katz will make every reasonable attempt to resolve the issue. In situations where confidential information might be discussed, consent will be obtained from the customer before any potentially confidential information is mentioned in the presence of the support person accompanying the customer.

## **MODIFICATIONS TO POLICIES**

Logan Katz will strive to ensure that all Logan Katz policies adhere to the principles of dignity, integration, independence and equality of opportunity. Any Logan Katz policies that do not reflect the principles shall be reviewed and modified.

## **TRAINING**

### **Training Schedule**

Logan Katz will provide training to new employees, volunteers, agents and contractors on the provision of its services to persons with disabilities during orientation. Revised training will be provided in the event of changes to legislation, procedures, policies or practices.

### **Record of Training**

Logan Katz will keep a record of training, including the dates training was provided and the number of employees who attended the training.



## **NOTICE OF AVAILABILITY AND FORMAT OF DOCUMENTS TO CUSTOMERS**

Logan Katz will notify customers that the documents related to the customer service standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in an apparent place owned and operated by Logan Katz, the website of Logan Katz and any other reasonable method. See contact information below:

Logan Katz LLP | SRL Chartered Professional Accountants  
6 Gurdwara Road, Suite 105  
Nepean, ON K2E 8A3  
Tel: 613 228 8282  
Fax: 613 228 8284  
Email: [office@logankatz.com](mailto:office@logankatz.com)

## **INFORMATION AND DOCUMENTS**

The Firm will maintain documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person. The documents will include policies, practices and procedures with respect to the following:

- use of support persons;
- use of guide dogs or service animals;
- the steps to be taken in connection with a temporary disruption;
- the training policy, including a summary of the contents of the training and details of when the training is to be provided;
- records of training provided under this Policy, including the dates on which the training is provided and the number of individuals to whom it is provided;
- the feedback process.

The Firm will notify persons to whom it provides services of its policies, by posting the information in a conspicuous place on the Firm's premises, on the Firm's website or by such method as is reasonable in the circumstances.



## **INFORMING EMPLOYEES OF SUPPORTS**

Logan Katz will continue to inform its employees of its policies (including any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

## **RECRUITMENT**

Logan Katz is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when requested, Logan Katz will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

When required under this Policy to give a copy of a document to a person with disabilities, the Firm will provide the document or information in a format that takes into account the person's disabilities.

## **FEEDBACK PROCESS**

Logan Katz welcomes any feedback regarding the methods it uses to provide services to persons with disabilities. Individuals may provide their feedback in person, by telephone, in writing, or by e-mail as follows:

Logan Katz LLP | SRL Chartered Professional Accountants  
6 Gurdwara Road, Suite 105  
Nepean, ON K2E 8A3  
Tel: 613 228 8282  
Fax: 613 228 8284  
Email: [office@logankatz.com](mailto:office@logankatz.com)