

Multi-Year Accessibility Plan

Torys LLP/Toryco Services

Introduction

Torys is committed to creating and maintaining an accessible environment for all Firm members, clients and visitors and to meeting the objectives and requirements outlined in the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”).

This Multi-Year Accessibility Plan, together with the Accessible Customer Service Standard Policy and the Integrated Accessibility Standards Policy, were developed in accordance with the requirements of the AODA, and together they outline our commitment and strategy to achieve accessibility goals. The policies and plan are available on the firm intranet, external website, and can be provided in an accessible format, on request.

Information and Communication Standard

Torys is committed to making firm information and feedback processes accessible to people with disabilities. As required, we will consult with people with disabilities to determine their information and communication needs.

Actions Taken

Accessible Formats, Communication Supports and Web Content

- The provision of accessible formats and communication supports to persons with disabilities will be done in a timely manner, and upon request, taking into account the individual’s accessibility needs, and at no extra cost above what is charged to others.
- All new content on the Torys website conforms with Web Content Accessibility Guidelines (“WCAG”) 2.0, Level A.
- The Integrated Accessibility Standards Policy was developed and is available on the firm intranet and external website.
- Feedback can be provided to the [Accessibility Coordinator](#) and a response will be provided within 7 days.

Planned Action

Web Content

- All new content on the Torys website will conform with WCAG 2.0, Level AA protocols by January 2021.
 - Compliance with the AODA protocols will be incorporated into the selection criteria for vendors for technology, website and software development initiatives.
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Employment Standard

Torys is committed to providing accessible formats and communication supports with respect to the firm's employment practices.

Actions Taken

- If an employee is absent from work due to disability and requires accommodation in order to return to work, we develop an individual accommodation plan for that individual, in consultation with an expert, where necessary.
- Post information about the availability of accommodation for job applicants with disabilities during the recruitment and selection process.
- Inform job applicants who are selected for an interview that accommodations are available, upon request, in relation to the materials or processes to be used.
- If an employee or new hire with a disability makes a request for accommodation, we will consult with the individual and determine the provision or arrangement of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability and the firm's ability to deliver.
- Inform current employees and new hires of policies used to support employees with disabilities.
- When providing performance management information to an employee with a disability, the firm will take into account the accessibility needs of the employee and as applicable, individual accommodation plans.
- When providing career development information to an employee with a disability, the firm will take into account the accessibility needs of the employee, and as applicable, individual accommodation plans.
- Upon request, Torys will consult with the employee to provide or arrange for the provision of accessible formats or communication supports for information that is need in order to perform the job, and information that is generally available to employees in the workplace.

Workplace Emergency Response Procedures

Torys is committed to providing individualized workplace emergency response information to partners and employees who have a disability, as required.

Actions Taken

The following measures have been in place since 2012:

- Implementation of a “Protect In Place Program” for individuals not physically able to descend the building stairs in the event of an evacuation. Designated Protect-in-Place locations and procedures have been communicated to individuals who have a disability, as required.

Training

Torys provides training on the Accessible Customer Service Standard and the Integrated Accessibility Standards Regulation requirements to all partners and employees, including those who work with the public or other third parties or who are involved in the development of customer service policies, practices and procedures.

Actions Taken

In accordance with the IASR:

- Training is provided as part of the new hire orientation process and in a way that best suits the job duties of firm members.
- A record will be maintained of the training provided and to whom.

Accessible Customer Service Standard

Torys’ Accessible Customer Service Standard Policy outlines our commitment to providing access to our facilities and delivering excellent service at all times in a way that respects the dignity and independence of all of our clients and visitors. Since 2012, Torys has been in compliance with its obligations under the Accessible Customer Service Standard of the AODA.

Actions Taken

The following measures have been implemented by Torys:

- Development of the Accessible Customer Service Standard Policy, which is available on the firm intranet and external website.
 - Frontline employees who interact directly with clients and visitors are trained and familiar with various assistive devices.
 - Clients and visitors who are accompanied by a registered service animal or support person are accommodated and permitted to access areas of our premises open to the public. If clients and visitors are accompanied by a support person, the support person will be accommodated.
 - Assistive devices and communication supports can be provided to clients and visitors who are hearing and visually impaired. Torys provides personal voice amplification devices and large viewing screens which magnify text upon request.
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- Notice is provided to clients and visitors with self-disclosed disabilities in the event of a planned or unexpected disruption to services or office facilities. Where possible, we post a notification on the intranet regarding the disruption. The notice includes the reason for the disruption, how long the disruption is expected to last, and a description of any alternative facilities or services available (where applicable).

For more information, please contact:

Marc Gignac, Accessibility Coordinator

Suite 3000

79 Wellington St. W.

Toronto, ON

M5K 1N2

Phone: 416.945.7710

Fax: 416.865.7380

Email: accessibilityfeedback@torys.com

Accessible formats of this document are available from the Accessibility Coordinator, upon request.
