



Cohen Highley
LAWYERS

AODA MULTI-YEAR ACCESSIBILITY PLAN: 2014-2021

made pursuant to the provisions of the **Accessibility for Ontarians with Disabilities Act, 2005**, S.O. 2005, c. 11 (hereinafter the AODA"). This AODA Multi-Year Accessibility Plan: 2014-2019 is © Cohen Highley LLP, 2013. Please note that this AODA Multi-Year Accessibility Plan: 2014-2019 is for the use of Cohen Highley LLP and the Lawyers Resource Centre Limited Partnership (hereinafter collectively referred to as "CH").

Cohen Highley LLP and the Lawyers Resource Centre Limited Partnership (hereinafter collectively referred to as "CH") have developed the following AODA Multi-Year Accessibility Plan: 2014-2021 (the "Multi-Year Plan") in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, c. 11 (the "AODA"), Ontario Regulation 191/11 (the "Integrated Accessibility Standard").

1. Commitment to Accessibility

We at CH believe that accessibility enables people to achieve their full potential. As such, ensuring that our offices and services are accessible is an integral part of our commitment to providing our clients with exemplary service.

2. Purpose

This Multi-year Plan is intended to outline our strategy to prevent and remove barriers and meet our requirements under the Integrated Accessibility Standard. This Multi-Year Plan shall be available on CH's website and shall be provided in an accessible format upon request.

3. Consultation

CH has established this Multi-Year Plan in consultation with persons with disabilities and CH's Accessibility Committee. At least once every five (5) years, CH shall review and update this Multi-Year Plan in consultation with persons with disabilities and the Accessibility Committee.

4. Accessibility Committee

The Accessibility Committee is an advisory committee that was established to coordinate the implementation of the Multi-Year Plan, to develop CH's policies and procedures as required under the AODA, and to work with the Partnership and all departments to ensure compliance with the AODA.

The Accessibility Committee is comprised of a number of employees, including but not limited to: the AODA Compliance Officer, the Human Resources Manager, the IT Manager, and at least one Partner. The Accessibility Committee also includes at least one employee with a disability.

5. Effective Date

This Multi-Year Plan shall be effective on January 1, 2014 and shall be reviewed on or before December 31, 2018.

6. Customer Service Standard

Action	Timeline									Area of Responsibility
	2014	2015	2016	2017	2018	2019	2020	2021		
Review and update AODA Customer Service Standard Policy as required	x	x	x	x	x	x	x	x	x	Accessibility Committee
Review assistive devices CH has at the office in order to serve persons with disabilities and provide recommendations to Partnership if additional assistive devices needed	x	x	x	x	x	x	x	x	x	Accessibility Committee
Provide Customer Service Training for all employees and volunteers	x	x	x	x	x	x	x	x	x	HR Manager
Review and update resources to employees regarding new accessible customer services practice and procedures	x	x	x	x	x	x	x	x	x	HR Manager
Review feedback and provide responses	x	x	x	x	x	x	x	x	x	AODA Compliance Officer
File Accessibility Report every three years	x			x			x			AODA Compliance Officer & Management Committee

7. Integrated Accessibility Standard

Action	Timeline									Area of Responsibility
	2014	2015	2016	2017	2018	2019	2020	2021		
Establish policies and procedures as required under the Integrated Accessibility Standard	x									Accessibility Committee
Review and update Integrated Accessibility Standard Policy as required		x	x	x	x	x	x	x	x	Accessibility Committee
Establish a multi-year accessibility plan	x									Accessibility Committee
Post the multi-year accessibility plan on the website and provide the plan in an accessible format on request	x									IT Manager
Review and update a multi-year accessibility plan at least every five years					x					Accessibility Committee
Provide training to all employees on the requirements of the Integrated Accessibility Standard, the IAS Policy and the <i>Human Rights Code</i> as it pertains to persons with disabilities			x	x	x	x	x	x	x	HR Manager
Information & Communication										
Review feedback and provide responses		x	x	x	x	x	x	x	x	AODA Compliance Officer
Notify the public about the availability of accessible formats and communication supports			x	x	x	x	x	x	x	Accessibility Committee

Action	Timeline									Area of Responsibility
	2014	2015	2016	2017	2018	2019	2020	2021		
Upon request, provide or arrange for the provision of accessible formats and communication supports to employees			x	x	x	x	x	x		HR Manager
Establish a written process for the provision of workplace emergency response information to employees with disabilities who require them	x									Accessibility Committee
Establish a written process for the development of documented individual accommodation plans for employees with disabilities			x							Accessibility Committee
Establish written return to work process for its employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work			x							Accessibility Committee
Review policies and practices with respect to performance manager, career development and advancement, and redeployment		x								Accessibility Committee
Public Spaces										
Determine which public spaces are regulated by the Integrated Accessibility Standard			x							Accessibility Committee
Consider procedures for preventative and emergency maintenance of the accessible elements in public spaces to minimize the disruption in access to the accessible parts of its public spaces				x						Accessibility Committee
Review any plans for construction or reconstruction of regulated public spaces to ensure the requirements of the Integrated Accessibility Standard are met				x	x	x	x	x		Accessibility Committee
File Accessibility Report every three years	x			x			x			AODA Compliance Officer & Management Committee

8. Additional Obligations

CH recognizes that the AODA does not replace or supersede the *Human Rights Code*, R.S.O. 1990, c. H.19, or other laws relating to the accommodation of persons with disabilities.

9. Enquiries

Any Enquiries related to this IAS Policy and any feedback should be directed to our AODA Compliance Officer:

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