

## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT POLICY

Crawford Smith & Swallow Chartered Professional Accountants LLP, hereinafter referred to as CSS, is committed to providing accessible and inclusive environments for all individuals, including those with disabilities. We strive to meet the accessibility needs of our employees, customers, and visitors in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its related regulations.

**CSS** is committed to meet and comply with the general requirements of all of the Integrated Accessibility Standards Regulations, including:

1. Establish, implement, maintain and document a multi-year accessibility plan outlining a strategy to prevent and remove barriers and meet its requirements in accordance with the AODA. CSS will review and update its accessibility plan once every five years.
2. Post the accessibility plan on our website and provide the plan in an accessible format upon request.
3. Provide training on the AODA, Integrated Accessibility Regulation and the Human Rights Code as it pertains to persons with disabilities to all CSS Team Members and volunteers, all persons who participate in developing the organization's

### **Assistive Devices**

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by CSS. CSS will ensure that our personnel are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

### **Billing**

CSS will provide accessible invoices to all clients. Invoices will be provided in alternative format upon request. We will answer any questions clients may have about the content of the invoice in person, by telephone and via support persons.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

- **Exclusion Guidelines:**  
If a service animal is excluded by law, CSS will explain why the service animal is prohibited and offer alternative methods to enable the person with a disability to access goods and services, when possible.
- **Recognizing a Service Animal:**  
If it is not readily apparent that the animal is being used by the client for reasons relating to their disability, CSS may request verification from the client. Verification may include a letter from a physician, nurse, audiologist, speech-pathologist, chiropractor, occupational therapist,

optometrist, or mental health therapist confirming that the person requires the animal for reasons related to the disability.

- **Care and Control of the Animal:**

The client that is accompanied by a service animal is responsible for maintaining care and control of the animal at all times. CSS is not required to provide care or food for the service animal. Employees should not distract, touch, or offer treats to the animal that is on official duty to provide assistance to their owner with a disability.

### **Support Persons**

People with disabilities who are accompanied by a support person are welcome on our premises. A person with a disability who is accompanied by a support person will be allowed to have that support person accompany him or her and shall be permitted to have access to his or her support person at all times.

In situations where confidential information might be discussed, consent will be obtained from the client, prior to any such conversation.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to our services or facilities usually used by clients with disabilities, CSS will notify clients promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be posted on CSS's website or social media page and, where appropriate, will be posted in an alternate location such as a main entrance and/or reception area.

### **Space Maintenance**

CSS will ensure office spaces accessible to the public are well maintained and free of clutter and potential obstacles.

### **Training**

CSS will provide training to all personnel who deal with the public and/or other third parties who deal with the public on behalf of our Firm. Training will also be provided to any person who is involved in the development and approval of the Firm's policies, practices and procedures governing the provision of services to clients or third parties.

Members of the Firm will also be trained when changes are made to this policy.

Training records will be made and maintained in accordance with the requirements of the AODA.

### **Employment Standard**

The Employment Standard builds upon the existing requirements under the Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and

the employment relationship. This section of the Integrated Accessibility Policy only applies to Team Members of CSS . They do not apply to volunteers and other non-paid individuals.

Specifically, the Employment Standards Policy requires that CSS Team Members shall:

- Notify CSS Team Members and the public about the availability of accommodation for applicants with disabilities in our recruitment process.
- Notify job applicants when they are selected to participate further in the selection process that accommodation is available upon request, in relation to the materials or processes to be used.
- Notify successful applicant of our policies for accommodating persons with disabilities.
- Inform Team Members of its policies used to support its Team Members with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account a Team Member's accessibility needs due to disability.
- Where requested, consult with the Team Members to provide accessible formats and communication supports for information needed to perform their job.
- Provide individualized workplace emergency response information to Team Members who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the Team Member's disability.
- Develop and have in place a written process for the development of documented individual accommodation plans for Team Members with disabilities.
- Develop, document and have in place a return to work process for Team Members who have been absent from work due to a disability and require disability-related accommodation to return to work.
- Take into account the accessibility needs of Team Members with disabilities and individual accommodation plans in using the performance management process, providing career development and advancement opportunities and when considering redeployment of Team Members with disabilities.

### **Feedback**

Clients who wish to provide feedback on the way CSS provides goods and services to people with disabilities can do so directly to the staff member from whom they received services. Alternatively, you may provide feedback directly by any of the following methods:

By telephone: 905-356-4200

By facsimile: 905-3563410

By email: [hr@crawfordss.ca](mailto:hr@crawfordss.ca)

By regular mail:

Crawford Smith & Swallow LLP  
Attention: Human Resources  
4741 Queen Street  
Niagara Falls, ON L2E 2M2

The manner in which feedback is provided to will be taken into consideration when CSS responding to comments, including complaints.

### **Modifications to This or Other Policies**



Any policy of CSS that does not respect and promote the principles of dignity, independence, integration and equal opportunity of persons with disabilities will be modified or removed.