



The Law Society of
Upper Canada

Barreau
du Haut-Canada

The Law Society of Upper Canada

Multi-Year Accessibility Plan

January 1, 2014 – December 31, 2018

Updated September 2015

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INTRODUCTION

In 2005, the Ontario Government passed the *Accessibility for Ontarians with Disabilities Act* (“AODA”). The goal of the AODA is to make Ontario accessible by 2025.

Regulation 191/11, *Integrated Accessibility Standards* (the Regulation), created under the AODA requires that the Law Society of Upper Canada (the Law Society) establish, implement, maintain and document a multi-year accessibility plan, which outlines the Law Society’s strategy to prevent and remove barriers and meet its requirements under the Regulation.

This Accessibility Plan outlines actions that the Law Society will put in place to improve opportunities for persons with disabilities and to implement the Accessibility Policy under the Integrated Accessibility Standards Policy (the Accessibility Policy) (see Appendix 1).

The Accessibility Plan is effective January 1, 2014.

The plan is posted on the Law Society’s website and shall be made available in an accessible format upon request.

The Accessibility Plan will be reviewed and updated at least once every five years.

STATEMENT OF COMMITMENT

The Law Society of Upper Canada recognizes its legal duty to accommodate persons with disabilities. It is committed to,

- maintaining an accessible environment that promotes the dignity and independence of persons with disabilities
- preventing and removing barriers to accessibility
- meeting the needs of people with disabilities in a timely manner
- ensuring that persons with disabilities have equal opportunities as others with respect to the use and benefit of Law Society services, programs, goods and facilities

EFFECTIVE

EMERGENCY PROCEDURES

The Law Society complied with this requirement as of January 1, 2012.

Responsible division: Corporate Services

The Law Society will continue to provide publicly available emergency information in an accessible way upon request. The Law Society will also continue to provide employees with disabilities with individualized emergency response information when necessary.

INFORMATION AND COMMUNICATIONS – ACCESSIBLE NEW WEBSITES AND WEB CONTENT – LEVEL A

Compliance Date: January 1, 2014

Division/department responsible: SMT

The Law Society will take the following steps to ensure that websites and content developed after January 1, 2014 and posted on the Law Society sites¹ conform with WCAG 2.0, Level A:

- The Information Systems and/or the Legal Information teams will review the website and make any necessary modifications to comply with 2.0, Level A.

FEEDBACK

The Law Society complied with this requirement as of January 1, 2012.

Responsible Division/Department: Equity and CEO's office

The Law Society has adopted the following feedback process:

The Law Society welcomes any feedback regarding the methods it uses to provide goods and services to persons with disabilities. Individuals may provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise to the Director, Equity, 416-947-3413 or 1-800-668-7380 ext 3413, lawsociety@lsuc.on.ca or at the Law Society of Upper Canada, Equity Initiatives

¹ Except where meeting the requirement is not practicable, websites and web content include web-based applications that the Law Society controls directly or through a contractual relationship that allows for modification of the product. Law Society sites include sites on the domain lsuc.on.ca, including the internal Elf site.

Department, Osgoode Hall, 130 Queen Street West, Toronto (Ontario), M5H 2N6
feedback processes are accessible to persons with disabilities upon request:

FOR MORE INFORMATION

The Law Society complied with this requirement as of January 1, 2012.

Responsible Division/Department: Equity

Following process in place.

For more information on this accessibility plan please contact the Director, Equity, 416-947-3413 or 1-800-668-7380 ext 3413 or at jbouchar@lsuc.on.ca or at the Law Society of Upper Canada, Equity Initiatives Department, Osgoode Hall, 130 Queen Street West, Toronto, Ontario, M5H 2N6.

Accessible formats of this document are available free upon request from the Director, Equity, 416-947-3413 or 1-800-668-7380 ext 3413 or at jbouchar@lsuc.on.ca or at the Law Society of Upper Canada, Equity Initiatives Department, Osgoode Hall, 130 Queen Street West, Toronto, Ontario, M5H 2N6.

REVIEW OF MULTI-YEAR ACCESSIBILITY PLAN

Compliance Date: January 1, 2014

Responsible Division/Department: HR and Equity

The Law Society will review and update this Multi-Year Accessibility Plan at least once every five years.

TRAINING

The Law Society of Upper Canada will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws.

Compliance Date: January 1, 2015

Division/department responsible: Corporate Resource and Training Centre

Activity	Timeline
Training has been developed and will be delivered to all employees, volunteers and all persons who provide goods, services or facilities on behalf of the Law Society	January 2015 and ongoing
New staff are trained as soon as practicable after the commencement of their duties	Ongoing
Continue to maintain a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.	Ongoing
Update training as required and as changes are made to the Accessibility Policy	As required

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS – PUBLICLY AVAILABLE INFORMATION

Compliance Date: January 1, 2016

Responsible division: Professional Development and Competence (Includes Licensing and CPD programs)

The Law Society will take the following steps to ensure all publicly available information is made accessible upon request.

Activity	Timeline
Identify employees in relevant divisions that will be responsible for considering requests for accessible formats and communication supports.	Winter 2015
Training for employees in relevant divisions who are responsible for creating applicable information.	Winter 2015
Ensure that responsible employees have the appropriate knowledge of the available accessible formats and communication supports and of their obligations under the policy.	Winter 2015
If required, provide or arrange for the availability of accessible formats and communication supports	Spring 2015
When requests are made, consult with the person making the request to determine the suitability of the accessible format or communication support	Ongoing, beginning January 1, 2016
Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person’s accessibility needs due to disability, and at a cost no	Ongoing, beginning January 1, 2016

Activity	Timeline
more than the regular cost charged to other persons	
Develop and implement a strategy to notify the public about the availability of accessible formats and communication	Fall 2015 and ongoing

EMPLOYMENT

Compliance Date: January 1, 2016

Responsible division/department: Human Resources and Equity

Recruitment

The Law Society will take the following steps to ensure that its recruitment process is accessible and that the public and employees are notified of the availability of accommodation for applicants with disabilities in the recruitment process.

Activity	Timeline
Review recruitment process to ensure that it is accessible at every stage (e.g. job posting, recruitment, assessment, selection, notice to applicants)	2015
Identify where the notification will be included (e.g. advertisements, website)	Fall 2015
Include notice in job advertisements	Fall 2015
Provide accommodation upon request	January 1, 2016 and ongoing

Recruitment, Assessment and Selection

The Law Society will take the following steps to ensure that job applicants who are individually selected to participate further in an assessment or selection process are

notified that accommodations are available upon request in relation to the materials or processes to be used:

Activity	Timeline
Develop a process to notify job applicants that accommodations are available	Fall 2015
Provide reasonable accommodation upon request	January 1, 2016 and ongoing

Notice to Successful Applicants

The Law Society will take the following steps to ensure that successful applicants are notified about the Law Society’s policies for accommodating employees with disabilities as part of their offer of employment:

Activity	Timeline
Develop a process to notify successful applicants	Fall 2015
Provide accommodation upon request	January 1, 2016 and ongoing

Informing Employees of Supports

The Law Society will take the following steps to ensure that all employees are informed of policies that support employees with disabilities, including, but not limited to, the Accommodation Policy:

Activity	Timeline
Identify policies that support employees with disabilities	Fall 2015
Develop a process to notify all employees of those policies	Fall 2015

Accessible Formats and Communication Supports for Employees

The Law Society will take the following steps to ensure that, upon request from an employee with a disability, the Law Society will provide or arrange for the provision of suitable accessible formats and communication supports:

Activity	Timeline
Identify who is responsible to consider the requests for accommodation	Fall 2015
Develop a process to consider requests (a process has been developed and is part of the Accessibility for Persons with Disabilities Policy)	Fall 2015
Provide accommodation upon request	January 1, 2016 and ongoing

Documented Individual Accommodation Plans & Return to Work Processes

The Law Society will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work processes for employees that have been absent due to a disability:

Activity	Timeline
Identify who will be developing the process and who should be consulted in the development of the process	Spring 2015
Develop the process, including: <ul style="list-style-type: none"> • Manner in which the employee with disabilities can participate in the development of the plan • The means by which the employee is assessed on an individual basis • The manner in which the Law Society can request an 	Fall 2015

Activity	Timeline
<p>evaluation by an outside medical or other expert, at the Law Society's expense, to assist the Law Society in determining if and how accommodation can be achieved</p> <ul style="list-style-type: none"> • For unionized employees, the manner in which the employee can request participation of a representative from his or her bargaining agent where an employee is in the bargaining unit, or the participation of another representative from the workplace where an employee is not in the bargaining unit • Develop steps to protect the privacy of the employee's personal information while ensuring that the accommodation is effective and that emergency measures are in place • Outline the frequency in which individual accommodation plans will be reviewed and updated and the manner in which this will be done • Provide the employee with the reasons for denial if an individual accommodation plan is denied • Outline the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs • Outline the steps taken to facilitate the employee's return to work after a disability-related absence and the steps to develop a written individualized work plan for such employees 	
<p>Develop a template for individual accommodation plans that include:</p> <ul style="list-style-type: none"> • Individualized workplace emergency response information that is required • Any information regarding accessible formats and communication supports that have been provided for or 	<p>Spring 2015</p>

Activity	Timeline
<p>arranged, in order to provide the employee with information that is needed in order to perform the employee’s job and/or information that is generally available to employees in the workplace</p> <ul style="list-style-type: none"> • Identify any other accommodation that is to be provided to the employee 	

Performance Management, Career Development and Redeployment

The Law Society will take the following steps to ensure the accessibility needs of employees with disabilities are taken to account if the Law Society is using performance management, career development and redeployment processes:

Activity	Timeline
<p>Review, assess and, as necessary, modify existing policies, procedures and practices to ensure compliance with the Regulation</p>	<p>Spring 2015</p>
<p>Ensure that those performing the assessment are knowledgeable of their obligations under the Regulation and comply with the following:</p> <ul style="list-style-type: none"> • Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when assessing performance, managing career development and advancement, and when redeployment is required • Review, assess and, as necessary, include accessibility criteria in performance management training • Take into account the accessibility needs of employees with disabilities when providing career 	<p>Spring 2015</p>

Activity	Timeline
development and advancement to the Law Society’s employees with disabilities, including notification of the ability to provide accommodations on internal job postings	

EFFECTIVE AT A LATER DATE

ACCESSIBILITY FOR THE BUILT ENVIRONMENT

Compliance Date: January 1, 2017

Division/department responsible: Corporate Services

The Law Society will take the following steps to ensure the accessibility of all newly constructed service counters and fixed queuing guides and all newly contracted or redeveloped waiting areas and the maintenance of the built environment:

Activity	Timeline
When conducting new service counters, which includes replacing existing service counters, the requirements under O. Reg. 413/12 will be met.	Ongoing
When constructing new fixed queuing guides, the requirements under O. Reg. 191/11 will be met.	Ongoing
When constructing a new waiting area of redeveloping an existing waiting area, the requirements under O. Reg. 191/11 will be met.	

INFORMATION AND COMMUNICATIONS – ACCESSIBLE WEBSITES AND WEB CONTENT – LEVEL AA

Compliance Date: January 1, 2021

Division/department responsible: SMT

The Law Society will take the following steps to ensure that all websites and content conform with WCAG 2.0, Level AA by January 1, 2021:

- The Information Systems and/or the Legal Information teams will review the website and make any necessary modifications to comply with WCAG 2.0, Level AA.