

ACCESSIBILITY

LLF is committed to excellence in creating and promoting an equitable, diversified and 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"). It is the dedication and pride in client service that enables our firm to form solid and lasting relationships as trusted advisors.

Under the AODA, the *Integrated Accessibility Standards Regulation* (the "IASR") establishes standards to address barriers that people with disabilities face in the areas of information and communications, employment, transportation and the design of public spaces. The requirements under the AODA are not a replacement or substitution for the *Ontario Human Rights Code* and work in conjunction with the Code. The purpose of this policy is to outline LLF's responsibilities under the AODA and the Integrated Accessibility Standards Regulation.

Policies

Multi-Year Accessibility Plan

Information and Communication

LLF is committed to providing or arranging for the provision of accessible formats and communication supports for persons with disabilities. If you require an accessible format or communication support, please email accessibility@llf.ca or call [1.877.755.0661](tel:1.877.755.0661) and ask to be transferred to the Accessibility Coordinator. Information regarding accessible formats will be provided upon request.

Training

LLF will ensure that training is provided to all employees on the requirements of the accessibility standards referred to in the Regulation and the Human Rights Code as it pertains to persons with disabilities. Ongoing training will be provided to new employees as soon as practicable. If any changes are made to this policy or the requirements, additional training will be provided. LLF will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

Notice of Temporary Disruptions

In the event of a disruption to our services or office facilities, the following steps will be taken:

- Staff will notify the Accessibility Coordinator of any disruption of service which may impact access to our building.
- The Accessibility Coordinator will notify Reception staff of the disruption and advise of an alternative route to access our building, if one is available. The notice of disruption will also be posted on our website.

- Reception staff will identify if any meetings have been booked with clients/visitors with a disability.
- Reception staff will then contact the meeting organizer/host and provide the following information:
 - Where the disruption is taking place,
 - Provide an alternative route (if possible),
 - Provide information regarding length of delay (if possible),
 - The meeting organizer/host will contact the client/visitor directly and provide the details listed above.

Feedback

LLF welcomes feedback with respect to the methods it uses to provide services to persons with disabilities and is committed to ensuring this process is accessible to all of our clients.

Feedback regarding LLF's provision of client services accessibility can be made by:

Email:

Telephone: [1.877.755.0661](tel:1.877.755.0661) and ask to be transferred to the Accessibility Coordinator

In person: to the Accessibility Coordinator, located at our Peterborough office

In writing:

J. Christopher Russell
Accessibility Coordinator
332 Aylmer Street North
P.O. Box 1146
Peterborough, ON K9J 7H4

P. 705.742.1674 | F. 705.742-4677
TF: 877.755.0661
E. accessibility@llf.ca

Or by any other form of communication that takes into account the client's disability.

All feedback will be directed to the Accessibility Coordinator.

Questions:

If you have questions about accessibility at LLF, please mail accessibility@llf.ca or call [1.877.755.0661](tel:1.877.755.0661) and ask to be transferred to the Accessibility Coordinator.