

Multi-Year Accessibility Plan

Statement of Commitment

Famme & Co. is committed to excellence in serving all individuals including people with disabilities. Famme & Co. will provide people with disabilities the same access to services as others through reasonable prevention and removal of potential barriers to accessibility in accordance with the AODA, 2005 that allows them to maintain their dignity and independence.

Famme & Co. is equally committed to providing a barrier-free work environment in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code. As such, Famme & Co. Professional Corporation will:

- i) Make accommodations available to applicants with disabilities upon request during the recruitment process.
- ii) Provide a work environment where all members of the firm receive equal employment opportunities and have access to the necessary accommodations

Integrated Accessibility Standards Regulation (IASR)

Famme & Co.'s Multi-Year Accessibility Plan sets out our strategies as an organization to achieve our accessibility objectives in accordance with our commitment as a firm, as well as of our requirements under the AODA which will be reviewed at minimum every five (5) years.

Customer Service Standards:

Training:

As a firm, we are committed to providing the required training on Ontario's accessibility laws and the Human Rights Code. This training will be provided to all active employees as well as all persons who participate in developing the Firm's policies on a biennial basis. All new employees will be provided this training on commencement of their employment with the Firm. All training records will be maintained by the Human Resources department and the training will include but is not limited to:

- A review of the AODA, 2005 and its goals

- Instructions on interacting and communicating with people with disabilities
- A review of the Accessibility Standards for Customer Service
- Our firms' policies, procedures, and practices to provide accessible customer service to all clients

Establishment of Accessibility Policies:

Create policies and procedures along with firm practices that are in line with the AODA, 2005, and take into account the dignity and independence of individuals with disabilities. These policies will be reviewed on an annual basis and will be updated accordingly.

Availability of Accessible Client Service and Accessibility Documents:

- All of our Accessible Client Service and Accessibility Documents are available to the public upon request in various accessible formats. We are happy to share them with you when asked

Reporting:

In accordance with the Act, Famme & Co. will continue to comply with the reporting requirements of filing an accessibility report every 3 years, or as otherwise specified by law.

Employment Practices:

Throughout our recruitment and selection process, we are committed to providing all fair reasonable accommodation requests for applicants with disabilities. This will be done through:

- An accommodation statement on all job postings and ads:
 - "Famme & Co. encourages and welcomes applications from all individuals with disabilities and are committed to accommodating them throughout the hiring process. We are also a family-oriented, equal-opportunity employer who values diversity and inclusion within our workplace. We do not discriminate on any basis and encourage candidates of all backgrounds to apply."
- Notification regarding available accommodations for applicants with disabilities and providing such accommodations in a way that takes into account the individuals needs

Our commitment to employees:

We are committed to providing all reasonable accommodation requests for employees with disabilities, this will be done through:

- Having a policy of the Firms' practices for accommodating employees with disabilities

- Developing written accommodation and return-to-work plans for employees who have been absent from work due to a disability and who will require a disability-related accommodation upon their return to work
- Providing or arranging for accessible formats and communication supports for employees that includes information about their job as well as information that is generally available to employees including emergency response information

Information and Communication standards:

Famme & Co. is committed to:

- Reviewing feedback and provide timely responses within five (5) business days when required
- Provide or arrange accessible formats and communication supports that take into account people with disabilities individual needs
- Provide employees with training on alternate methods of communication
- Having accessible websites and web content
 - All content and new content will be increased to WCAG 2.02 Level AA

Feedback:

Feedback is invited regarding accessibility at Famme & Co. and can be done regarding all three (3) of our offices in Stratford, St. Marys & London via:

In person or by mail:

Lindsay Clarke, Human Resources & Administrative Manager
c/o Famme & Co. Professional Corporation
125 Ontario Street
Stratford, Ontario N5A 3H1

The following formats are also available to be directed to Lindsay Clarke

By e-mail: lclarke@fammeandco.on.ca

By direct fax: 519-271-2737

By direct phone to: 519-271-7581 ext.2323