

Thomson Rogers' Customer Service Accessibility Policy

This policy is consistent with the *Accessibility Standards for Customer Service* (Customer Service Standard) made under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

1. Purpose and Commitment

Thomson, Rogers and Hathro Management Partnership, the management firm providing the law firm administrative services at 390 Bay Street in Toronto, (together, "the Firm") are, and have been for over 75 years, committed to maintaining an accessible environment for persons with disabilities in the delivery of our goods and services. As a leading Personal Injury Law firm in Canada Thomson, Rogers completely understands and respects the importance of accessibility for many of our valued clients, their families and their caregivers.

The Firm will use reasonable efforts to ensure that its policies, practices and procedures governing the provision of its services to persons with disabilities are consistent with the following principles:

- Legal services are provided in a way that respects the dignity and independence of persons with disabilities;
- persons with disabilities are able to benefit from the same services, in the same place and in a similar way as other clients;
- persons with disabilities have opportunities equal to as others to obtain, use and benefit from the Firm's services.

2. Definitions

For the purposes of this policy:

"Disability" means,

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

“Guide dog” means a dog trained as a guide for a person who is blind or visually impaired.

“Service animal” means an animal for a person with disabilities where it is readily apparent that the animal is used by the person for reasons relating to his or her disability or where the person provides a letter from a physician or nurse confirming that the he or she requires the animal for reasons relating to the disability.

“Support person” means, in relation to a person with disabilities, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

3. Application of Policy

This policy applies to Firm services that are provided externally to the public or third parties.

The policy applies to all lawyers, paralegals and staff at the Firm as well as any agents, volunteers, clients, and visitors to the Firm. All persons in the Firm are accountable for providing accessibility to persons with disabilities.

4. Providing Services to Persons With Disabilities

The Firm is committed to excellence in serving all clients, including persons with disabilities, and will carry out its functions and responsibilities by,

- communicating with persons with disabilities in ways that take into account their disability.
- serving persons with disabilities who use assistive devices. The Firm will provide its staff with any training required on how to use the assistive devices available on the Firm premises.

- ensuring that persons with disabilities who are accompanied by their guide dog or other service animals are permitted to enter the premises of the Firm with the animal and to keep the animal with them, unless the animal is excluded by law from the premises.
- ensuring that persons with disabilities who are accompanied by a support person are permitted to enter the Firm's premises with their support person. At no time will persons with disabilities who are accompanied by their support person be prevented from having access to their support person while on the Firm premises.

5. Support Persons

Person with disabilities may enter the Firm's premises with a support person and have access to the support person while on the premises.

The Firm may require persons with disabilities to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health and safety of the person with disabilities or the health or safety of others on the premises.

6. Service Animals

A person with disabilities may be accompanied by a guide dog or other service animal when on the Firm premises. In the event that service animals are excluded by law from the premises, the firm will provide other resources or supports to enable the person with disabilities to access the services and goods offered by the Firm.

7. Notice of Temporary Disruption

The Firm will notify the public in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notices will be given at the Firm's reception area, or communicated by such method as is reasonable in the circumstances.

8. Training for Staff

The Firm will train any staff and other individuals who provide services to the public on the Firm's behalf, if not already knowledgeable on the provision of its goods or services to persons with disabilities.

Any such training will be provided as soon as practicable after a person in contact with persons with disabilities commences his or her duties and will include the following topics:

- the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- how to interact and communicate with persons with various types of disabilities;
- how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person;
- how to use or access the equipment or devices available on the Firm's premises or otherwise that may help with the provision of goods or services to persons with disabilities;
- what to do if a person with a particular type of disability is having difficulty in accessing the Firm's goods and services;
- the Firm's policies, practices and procedures relating to the customer service standard.

The Firm will provide necessary training on an ongoing basis when changes are made to the Firm's policies, practices and procedures governing the provision of goods or services to persons with disabilities.

9. Feedback Process

The Firm 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 Mrs. Lina Ginevra, at lginevra@thomsonrogers.com or by mail at Suite 3100, 390 Bay street, Toronto, Ontario, M5H 1W2 or by phone at 416-868-3115.

Complaints may be made in writing to Thomson Rogers' Managing Partner, Alan Farrer, c/o Mrs. Ginevra. The Managing Partner will review and assess every complaint received. Where possible, he will address the issues. If a complaint cannot be addressed, he will advise the complainant.

10. Modifications To This or Other Policies

Changes will not be made to this policy unless the impact of the changes on persons with disabilities has been considered.

Any Firm policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

11. Questions About This Policy

If anyone has a question about the policy, or if the purpose of the policy is not understood, please contact Mrs. Ginevra.

12. Maintenance of Documents

The Firm will maintain documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person. The documents will include policies, practices and procedures with respect to the following:

- use of support persons;
- use of guide dogs or service animals;
- the steps to be taken in connection with a temporary disruption;
- the training policy, including a summary of the contents of the training and details of when the training is to be provided;
- records of the training provided under this policy, including the dates on which the training is provided and the number of individuals to whom it is provided;
- the feedback process

The Firm will notify persons to whom it provides goods and services of its policies, by posting the information at a conspicuous place on the Firm premises, on the Firm website or by such method as is reasonable in the circumstances.

When required under this policy to give a copy of a document to a person with disabilities, the Firm will provide the document or information in a format that takes into account the person's disabilities.

January 1, 2012