

Statement of Commitment to Accessibility

November 30, 2014

Baird MacGregor is committed to providing a barrier-free environment for our clients/customers, students, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises and access our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and eventually, for the Built Environment.

Approximately 1.8 million Ontarians lives with a disability, and as the population grows older, this number will only increase. Baird MacGregor has an important responsibility to ensure a safe, dignified, and welcoming environment for everyone. Baird MacGregor has made a commitment to accessibility for everyone who uses our services because this makes good business sense, and it is also a legal obligation. We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for employees, and best practices. We will review these policies and practices on a regular basis. Our commitment to making our organization accessible to everyone includes the integration of accessibility legislation with our policies, procedures, programs, and training. We are committed to reviewing and incorporating the following information with our employees:

- Legislation regarding the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.
- Integrated Accessibility Standards for Information and Communications, and Employment.
- Accessible employment practices such as recruitment, assessment, and selection.
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities.
- Customer service standards.
- Accessible communication supports and information formats (both digital and non-digital).
- Communicating with people with various forms of disabilities.
- Accessible websites and web content.
- Assistive devices, mobility aids, service animals and support persons.
- Notices of service disruptions (temporary or long-term).
- Baird MacGregor's relevant policies and procedures regarding accessibility.

- Reporting procedures.
- Training procedures.

Baird MacGregor realizes that providing accessible and barrier-free environments for everyone is a shared effort. As a community, all businesses and services must work together to make accessibility happen. For more detailed information on our accessibility policies, plans, and training programs, please contact Human Resources.

Sincerely,

Philomena Comerford
President & CEO

Accessibility Standard for Customer Service

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Baird MacGregor shall follow the principles of dignity, independence, integration and equal opportunity.

Intent

To make reasonable efforts to ensure that policies, procedures, and practices, pertaining to the provision of goods and services to the public and other third parties, align with the independence, dignity, integration, and equal opportunity guiding principles, as set out in Bill 118.

Baird MacGregor values excellence in customer service for everyone who may benefit from our goods and services. This policy supports the principles as it provides respectful services that focus on the unique needs of each individual. This policy enables Baird MacGregor to ensure that persons with disabilities have access to accessible and exceptional customer service.

Scope

This policy applies to Baird MacGregor staff members, including full time, part time and contractors, who deal with the public, or other third parties, as well as persons involved in developing policies, procedures, and practices pertaining to the provision of goods and services to the public or other third parties.

- a) This policy applies to the provision of goods and services at premises owned and operated by Baird MacGregor.
- b) This policy applies to employees, students and/or contractors who deal with the public or other third parties that act on behalf of Baird MacGregor, including when the provision of goods and services occurs off the premises of Baird MacGregor such as: delivery services, call centers, vendors, drivers, catering and third party marketing agencies.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by Baird MacGregor.
- d) This policy shall also apply to all persons who participate in the development of Baird MacGregor's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

Definitions

Accessible shall mean capable of being entered or reached, approachable; easy to get at; capable of being influenced, obtainable; able to be understood or appreciated.

Assistive Device – shall mean a device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard. Assistive devices help people with a variety of disabilities. Here are some examples:

For people who have vision loss: magnifier - makes print and images larger and easier to read, white cane - helps people find their way around obstacles

For people who are deaf, deafened, oral deaf, hard of hearing: hearing aid - makes sound louder and clearer, access to a teletypewriter (TTY) service - helps people who are unable to speak or hear to communicate by phone.

For people who have physical disabilities: who use a mobility device, assistance can be provided to gain access to the building.

For people who have learning disabilities: electronic notebook or laptop computer - used to take notes and to communicate

For people who have intellectual/developmental disabilities: communication boards that are used to pass on a message by pointing to symbols, words, or pictures

Barrier - Anything that keeps someone with a disability from fully participating in all aspects of society because of their disability. Barriers can be visible and invisible. They can be: architectural, physical, communication, attitudinal, technological, and organizational.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

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

Goods and Services - shall mean goods and services provided by Baird MacGregor.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

General Principles

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. Communication
- C. Telephone Services
- D. Billing
- E. The Use of Assistive Devices
- F. The Use of Guide Dogs, Service Animals and Service Dogs
- G. The Use of Support Persons
- H. Notice of Service Disruptions
- I. Customer Feedback
- J. Training
- K. Notice of Availability and Format of Required Documents

Baird MacGregor is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

A. The Provision of Goods and Services to Persons with Disabilities

Baird MacGregor will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

B. Communication

1. We will communicate with people with disabilities in ways that take into account their disability.
2. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

C. Telephone services

1. We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
2. We will offer to communicate with customers by email and TTY if telephone communication is not suitable to their communication needs or is not available.

D. Assistive devices

1. We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
2. Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Baird MacGregor.
3. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

E. Billing

1. We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: large print, e-mail, etc., in which the Brokerage will provide invoices.
2. We will answer any questions customers may have about the content of the invoice in person, by telephone or email as required.

F. Use of service animals and support persons

1. We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, students, and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
2. We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Baird MacGregor premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

G. Notice of temporary disruption

1. Baird MacGregor will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people 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.
2. The notice will be placed at all public entrances and/or reception desk on our premises.

H. Training for staff

1. Baird MacGregor will provide training to all employees, students, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained Office Services Staff, customer services representatives, sales associates, and managers. This training will be provided 3 months after new staff commence their duties.
2. Training will include the following:
 - 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 people with various types of disabilities
 - How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
 - How to access TTY service, assist customers in wheelchairs while on our premises that my help with the provision of services to people with disabilities.
 - What to do if a person with a disability is having difficulty in accessing Baird MacGregor's services.
 - Baird MacGregor's policies, practices and procedures relating to the customer service standard.
3. Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

I. Feedback process

1. The ultimate goal of Baird MacGregor is to meet and exceed customer expectations in serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.
2. Feedback regarding the way Baird MacGregor provides goods and services to people with disabilities can be made by using the Customer Feedback Form and/or by e-mail. All feedback will be directed to Janice MacEachern-Vila, Manager HR & Operations. Customers can expect to hear back within 10 days with regards to their feedback.

J. Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Baird MacGregor that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this policy

This policy exists to achieve service excellence for customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Human Resources of Baird MacGregor.

Baird MacGregor is committed to developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods and services. Our policies and procedures will aim at making our customer service operations accessible to people with disabilities.

This Customer Service Policy is to be posted and retained in a clearly noticeable location in the workplace.

Baird MacGregor is committed to reviewing this policy on an annual basis, or more frequently where necessary.

Further information on any of the above policies and the applicable programs and procedures can be obtained from Human Resources.

Emergency Response Plan

Intent

Baird MacGregor is committed to supporting the welfare of its employees and visitors to the premises. The purpose of the Baird MacGregor Emergency Response Plan is to ensure human safety, minimize damage to property, and assure rapid and responsive communication to all parties involved. This Plan has been created to address, in a coordinated and systematic manner, all types of emergencies affecting Baird MacGregor.

This Plan will establish processes and procedures for appropriate responses to major emergencies, and assign roles and responsibilities for the implementation and execution of the Plan in the event of an emergency or catastrophe. The guidelines shown in this Plan are intended to keep employees of Baird MacGregor prepared should Baird MacGregor premises and/or facilities become unsafe due to calamity.

**This policy is in compliance with [Ontario Regulation 191/11 Accessibility for Ontarians with Disabilities Act, 2005](#).*

Definitions

Fire and/or smoke – Any conflagration (fire) of combustible materials at Baird MacGregor causing danger of burns from fire or suffocation/choking from smoke inhalation. This can also include fires nearby Baird MacGregor where there is a clear danger of the fire spreading to Baird MacGregor or causing the air to become un-breathable due to smoke.

Natural disaster or severe weather – This is a broad term meaning any emergency caused by inclement weather conditions or tectonic activity. Natural disasters include tornados, floods, earthquakes, mudslides, hurricanes, lightning strikes, avalanches, blizzards, ice storms, severe thunderstorms, and so on. In some cases, natural disaster may also include excessive periods of intensely cold weather, or excessive periods of intensely hot and/or humid weather.

Chemical, biological, or radiological incidents – This may include a release of toxic chemicals or other dangerous agents within the vicinity of Baird MacGregor, including natural gas leaks; the release of harmful bacteria, viruses, or other biological dangers; release of or exposure to radioactive materials.

Structural failures – This term encompasses any damage to Baird MacGregor property or premises that causes unsafe conditions due to structural failure. Failures or pending failures include (but are not limited to) bomb threats, collapsed walls, ceilings, or foundations, burst water mains, electrical power outages, and so on.

Guidelines

In general, Baird MacGregor employees must report an emergency event immediately to their manager, the Office Manager, Human Resources, or other appropriate authority.

Once the emergency has been ascertained, the Joint Health and Safety Committee will be the first to respond to the incident. They will assess the severity of the emergency and communicate

immediately with assigned groups as appropriate. The Joint Health and Safety Committee will coordinate and instruct employees. The Joint Health and Safety Committee will coordinate emergency and/or evacuation efforts within their areas of responsibility.

Not all emergencies will require the same level of response. Appropriate responses will be dictated by the severity of the event and its effect on the health and safety of employees, visitors, and property. Only Cindy Duncan or Janice MacEachern-Vila and/or an appointed designee has the authority to declare a state of emergency for Baird MacGregor and can activate this Plan.

For the purposes of this Plan, Baird MacGregor defines “emergency” as an instance, or combination of instances, of unsafe conditions that pose a threat to people or property, and include: instances of fire and/or smoke; natural disaster/severe weather; chemical, biological or radiological incidents; and structural failures.

Fire and/or Smoke

The primary purpose of the Fire Procedure is to provide a course of action for all personnel to follow in the event of a fire or smoke emergency.

- Rescue anyone in immediate danger.
- Alert employees of the fire and its location. Activate the nearest fire alarm. Contact the local fire department by calling 911 and follow any and all instructions. Assign someone to guide the response personnel directly to the fire.
- Contain the fire if it is relatively safe to do so. Close all doors, fire doors, and windows near the fire. Shut off all fans, ventilators, and air conditioners.
- Extinguish the fire if it is small. Obtain the nearest fire extinguisher and pull out the safety pin. Aim the fire extinguisher nozzle low, at the base of the fire, depress the trigger, and move nozzle move slowly upward with a sweeping motion.
 - Do not aim nozzle at the middle or the top of the flames.
 - If fire cannot be extinguished, evacuate the building immediately.
 - Keep low to the floor to avoid inhaling smoke.
- If the fire cannot be safely extinguished using available fire extinguishers, evacuate the premises immediately using the nearest and safest exit.
 - Close all doors behind you as you leave.
- Report to the designated "Emergency Evacuation Area" (insert location).
 - Immediately report any employee(s), customer (s), visitor(s), contractor(s) or individual(s) who have remained in the building or refused to leave.
- Do not return until it has been declared safe to do so by the Fire Department.

If you are unable to leave your work station, or have returned to it due to fire or heavy smoke:

- Close all doors to prevent the entry of smoke and fire.
- Dial 911 to notify the authorities and inform them of who and where you are.
- Signal to the Fire Fighters, by any means possible, to draw attention to you.
- If possible, seal all cracks where smoke can get in.
- Crouch low to the floor if smoke begins to enter your area.
- Move to the nearest protected location in the room or area.
- Wait to be rescued and remain calm.
- Do not leave the area.

- Do not panic or jump.
- Listen for instructions or information which may be given by authorized personnel.

Natural Disaster or Severe Weather

The primary purpose of the Natural Disaster/Severe Weather Procedure is to inform employees and visitors of any serious weather conditions that warrant their attention. A “weather watch” means that conditions are favorable for severe weather to develop. A “weather warning” means that severe weather has been sighted in the vicinity.

- Account for all employees and visitors, ensuring that everyone is inside the facility. Close all windows and close all curtains and/or blinds.
- Close all windows, curtains and blinds and instruct all employees and visitors to move away from windows.
- If necessary, gather employees and visitors into the basement, or, if no basement is available, into bathrooms or other enclosed area.
- Listen to all weather reports for updates. Do not leave the basement or enclosed area until the weather warning has been lifted.
- Stay calm. Encourage others to stay calm also.
- Have portable radios available, along with extra batteries.
- Be prepared for isolation at the premises. Ensure that emergency equipment and supplies are available, or can be readily obtained.

Chemical, Biological, or Radiological

The purpose of the Chemical, Biological, or Radiological Procedure is to inform employees and visitors of the steps that should be taken in the event that a contaminant, virus, or other harmful agent poses an immediate threat.

- Call 911 and report the situation and follow any instructions given.
- Notify managers, Office Manager, and Human Resources immediately.
- Commence evacuation procedures.

Structural Failure

The purpose of this procedure is to inform employees or visitors of precautions to be taken in the event of a structural failure.

- In the event of a power outage, gather flashlights and other needed supplies. Check on all employees and visitors to ensure their safety. Ensure all backup or emergency lighting is fully operational. If the power outage is prolonged, consult with managers to consider dismissing employees for the remainder of the day.
- In the case of water, heat, or other utility disruptions, all attempts will be made to determine the cause of the disruption and the probable length of shutdown. Where required, the local utility provider shall be contacted to assess and resolve the situation. If the shutdown is prolonged, consult with management to consider dismissing employees for the day.

Employee/Visitor Evacuation Procedure

In the event that Baird MacGregor declares that an evacuation of the premises is necessary in response to an emergency situation, employees/visitors are required to follow the steps below:

1. Stop working and shut down any equipment in use.
2. Proceed to posted emergency exit, following posted evacuation route(s).
3. Use stairwells instead of elevators.
4. Touch doorknobs/door handles carefully to check for heat.
5. Proceed to designated meeting area (unless otherwise instructed).

Bomb Threats

In the unlikely event of a bomb threat, it is impossible to discern valid threats from hoaxes. Therefore, all threats will be treated as real in order to protect lives and property, and the premises shall be evacuated immediately.

Missing Employee/Visitor Procedure

The purpose of the Missing Employee/Visitor Procedure is to ensure that all necessary steps are taken in the event that the whereabouts of an employee or visitor identified in the Visitors Log cannot be accounted for during an emergency.

- Employees will be directed by the response/assessment team member to systematically search the premises, both inside and outside (if safe to do so), including rooms, bathrooms, offices, and other areas.
- Should a search of the premises prove unsuccessful, the response/assessment team member shall notify local law enforcement by calling 911. Give a description of the missing person, or a photograph (if available). The authorities will assume control of the search from this point.
- The family and/or responsible party of the missing person shall also be notified. Explain what is being done to find the missing person and that the local law enforcement has been notified as well.
- All previously contacted persons and law enforcement shall be notified if the missing person turns up due to search, or of their own accord.

Alternative Formats

Baird MacGregor is dedicated to ensuring the Health and Safety of all of our employees, students, contractors, visitors, customers and guests. As such, we will provide our Emergency Response Plan in a format that takes into consideration individual needs.

It is critical that all of our employees, students, visitors, customers and guests know and understand our Emergency Response Plan, if the information provided to you is unclear or is in a format that prevents you from fully knowing and understanding our process, please contact the following person as soon as possible:

Human Resources

Telephone: (416) 778-8000

Email: janice@hargraft.com

In person: 2nd floor

Baird MacGregor will work with the individual, as soon as practicable, to identify solutions and options that take into consideration their needs. Alternative options include, but are not limited to:

- Enlarged text;
- Communication support either in person or over the phone;
- Documents provided via email.

If requested, and upon approval by the individual, the individual Emergency Response and Fire Evacuation Plan shall be shared with the person designated to provide assistance to the individual.

Statement of Commitment

Baird MacGregor believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Multi-Year Accessibility Plan

ISAR Requirements	Action	Status	Compliance Deadline
General Requirements			
Establishment of accessibility policies: <ul style="list-style-type: none"> Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meetings its requirements under the accessibility standards; Shall provide a statement of organizational commitment to meet the accessibility needs of a person with disabilities in a timely manner in their policies; Prepare one or more documents describing its policies and make publicly available and provide them in an accessible format upon request. 	<ul style="list-style-type: none"> Policy drafted and implemented Statement of commitment included with policy Policy posted on website 	<ul style="list-style-type: none"> Complete 	January 1, 2014
Accessibility Plans <ul style="list-style-type: none"> Establish, implement, maintain and document a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers and meet its requirements; Post the accessibility plan on website, if any, and provide the plan in an accessibility format upon request; Review and update the accessibility plan at least once every 5 years. 	<ul style="list-style-type: none"> Accessibility Plan drafted and implemented Plan posted on website Plan will be reviewed and updated as necessary 	<ul style="list-style-type: none"> Complete Complete Ongoing 	January 1, 2014
Training <ul style="list-style-type: none"> All employees and students; All other persons who provide goods, services or facilities on behalf of the organization; All persons who participate in developing the organizations policies; Keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it was provided. 	<ul style="list-style-type: none"> Baird MacGregor will ensure all staff, students and contractors complete online training on the requirements of the ISAR and on the Human Rights Code Baird MacGregor will keep a record of the training provided to all staff, students and contractors. 	<ul style="list-style-type: none"> Complete Complete Ongoing In progress 	January 1, 2015
Customer Service			
Establishment of accessibility policies: <ul style="list-style-type: none"> Instructions on how to interact and communicate with customers with various types of disabilities; Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person; Instructions on how to use equipment or devices that are available at your 	<ul style="list-style-type: none"> Policy drafted and implemented 	<ul style="list-style-type: none"> Complete 	January 1, 2012

<ul style="list-style-type: none"> premises or that may assist customers with disabilities; • Instructions on what to do if a customer with a disability is having difficulty accessing your services; • Policies, procedures and practices surrounding the legislation. 			
Training <ul style="list-style-type: none"> • All employees and students; • All other persons who provide goods, services or facilities on behalf of the organization; and • All persons who participate in developing the organization's policies. • Provision of goods and services to persons with disabilities; • The use of assistive devices; • The use of guide dogs, service animals and service dogs; • The use of support persons; • Notice of service disruptions; • Customer feedback; • Training; • Notice of availability and format of documents. 	<ul style="list-style-type: none"> • All staff complete training sessions or online training 	<ul style="list-style-type: none"> • Complete and ongoing 	January 1, 2012
Feedback Process <ul style="list-style-type: none"> • Receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request • Notification to the public about the availability of accessible formats and communication supports is required. 	<ul style="list-style-type: none"> • Upon request copies will be provided 	<ul style="list-style-type: none"> • Complete 	January 2012
Accessible Formats and Communication Support <ul style="list-style-type: none"> • Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> ◦ In a timely manner that takes into account the person's accessibility needs; • The organization will consult with the person making the request to determine the suitability of an accessible format or communication support 	<ul style="list-style-type: none"> • Upon request copies will be provided 	<ul style="list-style-type: none"> • Complete 	January 2012
Accessibility Plans <ul style="list-style-type: none"> • Establish, implement, maintain and document a multi-year accessibility plan 	<ul style="list-style-type: none"> • Available upon request 	<ul style="list-style-type: none"> • Complete and ongoing 	January 2012
Information & Communication			
Feedback <ul style="list-style-type: none"> • The organization will have processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request. 	<ul style="list-style-type: none"> • Individuals may provide feedback to Baird MacGregor in any number of ways: <ul style="list-style-type: none"> ◦ By email to janice@hargraft.com ◦ In Writing to: Baird MacGregor Insurance Brokers LP AODA Feedback 825 Queen St. East Toronto, ON M4M 1H8 ◦ In person by visiting at 825 	<ul style="list-style-type: none"> • Complete and ongoing 	January 1, 2015

	<p>Queen Street East and hand delivering feedback in writing to our receptionist.</p> <ul style="list-style-type: none"> • Baird MacGregor will provide other accessible formats and communications supports upon request to ensure that persons with disabilities are able to provide feedback and receive a timely response. 		
<p>Accessible Formats & Communication Supports</p> <ul style="list-style-type: none"> • Upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities; • In a timely manner that takes into account the person's accessibility needs due to disability. 	<ul style="list-style-type: none"> • Baird MacGregor strives to communicate in a manner that takes into account both the disability and the client's preferred method of communication. Baird MacGregor can communicate with clients in writing, via telephone, email or meetings. 	<ul style="list-style-type: none"> • Complete 	<p>January 1, 2016</p>
<p>All websites and web content</p> <ul style="list-style-type: none"> • Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially; • Increase to WCAG 2.02 Level AA in accordance with Section 14(3) schedule. 	<ul style="list-style-type: none"> • If Baird MacGregor launches a new website or the existing website undergoes a significant refresh after January 2014, the website and any of its content published after January 1, 2012 will conform to SCAG 2.0, at Level A except where this requirement is impracticable. 	<ul style="list-style-type: none"> • In progress 	<p>January 1, 2014</p> <p>New internet websites and web content on those sites posed after January 1, 2012 must conform with WCAG 2.0 Level A.</p> <p>January 1, 2021</p> <p>All internet websites and web content must conform with WCAG 2.0 Level AA other than,</p> <ul style="list-style-type: none"> • Success criteria 1.2.4 Captions (live) • Success criteria 1.2.5 Audio Descriptions (pre-recorded)
<p>Employment Standards</p>			
<p>Recruitment:</p> <ul style="list-style-type: none"> • Notification about available policies and accommodation for applicants with disabilities • Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability 	<ul style="list-style-type: none"> • Baird MacGregor will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process by including such information in any job posting. 	<ul style="list-style-type: none"> • In progress 	<p>January 1, 2016</p>
<p>Informing employees of supports:</p> <ul style="list-style-type: none"> • Inform all employees of policies used to support employees with disabilities • Provide new employees the information • Provide updated information to employees whenever there is a change to an existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability 	<ul style="list-style-type: none"> • Baird MacGregor will inform its employees of its policies used to support its employees with disabilities by posting a statement on company "All Staff" folder. • Copies of all policies will be available on company "All Staff" folder and available to all staff. • Updated information will be provided to its employees 	<ul style="list-style-type: none"> • In progress 	<p>January 1, 2016</p>

	<p>whenever there is a change to its existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to disability by updated the information on the company "All staff" folder.</p>		
<p>Accessible formats and communication supports for employees:</p> <ul style="list-style-type: none"> • Information to perform their job • Information that is generally available to employees in the workplace 	<ul style="list-style-type: none"> • Part of the provision of an individual's emergency response information 	<ul style="list-style-type: none"> • In progress 	January 1, 2016
<p>Workplace emergency response information:</p> <ul style="list-style-type: none"> • If an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee • Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodations needs or plans are reviewed; or when the employer reviews its general emergency response policies. 	<ul style="list-style-type: none"> • Upon employee's consent, the individualized workplace emergency response info will be provided 	<ul style="list-style-type: none"> • In progress 	January 1, 2016
<p>Documented Individual Accommodation Plans:</p> <ul style="list-style-type: none"> • Employees requesting individual accommodation plans may participate in the development of the plan; • Means by which the employee is assessed on an individual basis; • The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved • The manner in which the employee can request participation of a bargaining agent representative in the development of the plan • Privacy protection of the employee's personal information • Frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done • If a plan is denied, the manner in which the reasons for the denial will be provided to the employee • Individual accommodation plans are in a format that takes into account the employee's accessibility needs due to disability 	<ul style="list-style-type: none"> • Baird MacGregor's written process for the development of individual accommodation will address: <ul style="list-style-type: none"> ○ The manner in which an employee requesting accommodation can participate in the development of their individual accommodation plan; ○ The means by which the employee is assessed on an individual basis; ○ The manner in which Baird MacGregor can request an evaluation by an outside medical or other expert, at Baird MacGregor's expense in order to determine if accommodation can be achieved and, if so, how; ○ The manner in which the employee can request the participation of a representative from Baird MacGregor. ○ How often the individual accommodation plan will be reviewed and updated, and how this update will be accomplished; ○ The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs to due to disability 	<ul style="list-style-type: none"> • In progress 	January 1, 2016
<p>Return to Work Process</p> <ul style="list-style-type: none"> • Develop and have in place a return to 	<ul style="list-style-type: none"> • Develop and maintain a return 	<ul style="list-style-type: none"> • In progress 	January 1, 2016

<p>work process</p> <ul style="list-style-type: none"> • Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work • Use documented individual accommodation plans 	<p>to work process for its employees who have been absent from work due to a disability and who require disability related accommodations in order to return to work.</p> <ul style="list-style-type: none"> • The return to work process will be documented. • The return to work process will outline the steps Baird MacGregor will take to facilitate the employee's return to work and will include documented individual accommodation plans as part of the process. 		
<p>Performance Management</p> <ul style="list-style-type: none"> • Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities. 	<ul style="list-style-type: none"> • The accessibility needs will be taken into account of employees with disabilities, as well as individual accommodation plans, when conducting performance management. 	<ul style="list-style-type: none"> • In progress 	<p>January 1, 2016</p>
<p>Career Development and Advancement</p> <ul style="list-style-type: none"> • Take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities. 	<ul style="list-style-type: none"> • The accessibility needs of employees with disabilities, as well as individual accommodation plans, will be taken into account, when providing career development and advancement to employees. 	<ul style="list-style-type: none"> • In progress 	<p>January 1, 2016</p>