

Dentons Canada LLP and Dentons Canada Services Limited Partnership (Dentons Canada, the Firm) Accessibility Plan

EFFECTIVE DATE: January 1, 2014

LAST REVISED: November 6, 2024

Please feel free to consult our accessibility plan below, which was established to ensure compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its regulations

For further information, please contact [Catherine McGregor, Canada Director, Talent Advisory](#)

Overview

This Plan outlines the policies, procedures and actions the Firm has adopted to improve accessibility for people with disabilities in the following areas:

1. customer service,
2. information and communication, and
3. employment

Statement of Commitment

Dentons Canada takes pride in our commitment to diversity and inclusion and being both a legal services provider and employer of choice in our communities. The Firm seeks to provide a welcoming, safe, and accessible environment for our clients, our members, and everyone with whom we conduct business. To this end, we commit to prevent, identify and remove barriers for people with disabilities and deliver our services in a way that respects every person's independence and dignity and encourages integration and equal opportunity.

Customer Service

Focused on exceptional Customer Service, the Firm seeks to provide an environment where everyone has access to our professional services. To ensure this, we shall meet or exceed the requirements of the AODA and its regulations as follows:

Specific requirement	Strategies to prevent and remove barriers	Due date	Current status
Establish and document policies, practices and procedures for the provision of services to people with disabilities O. Reg. 165/16, s. 16. O. Reg. 191/11, s. 3	<p>Post an Accessible Customer Service Policy on the Dentons website. An adopted Accessibility Policy which respects the dignity and independence of persons with disabilities has been established. This policy and all related documents are available upon request. The Firm reviews the Policy regularly to meet new requirements of the Integrated Accessibility Standards Regulations (IASR) under the AODA.</p> <p>The Firm continually identifies and removes barriers to access for people with disabilities such as:</p> <ul style="list-style-type: none"> • Permit Personal Assistive Devices and the use of service animals and support persons. The Firm will clarify the potential implications with support persons for solicitor-client privileged communications. • Provide Assistive Devices where reasonable and necessary; for example, we keep a wheelchair and computer software such as magnifiers available for clients. • Train our lawyers, paraprofessionals, and other support people on key principles and strategies for ensuring respectful and effective communication with persons with disabilities. 	01/01/2012 01/01/2023	Complete Updated
Next review/update		31/12/2025	

<p>Establish a Customer Service training program for members of our Ontario offices as well as those involved in the development and application of policies and procedures for the provision of our legal services</p> <p>O. Reg. 165/16, s. 16</p>	<p>Firm members received, and continue to receive training as soon as practicable on:</p> <ul style="list-style-type: none"> • The various types of disabilities and how barriers affect persons with disabilities, • How to interact with persons with disabilities who use assistive devices, who have a service animal, or who are accompanied by a support person, • How to use equipment or devices available on the premises or otherwise provided by the Firm that may help with the provision of our services, • What to do if a person with a disability is having difficulty accessing our goods and services, and • The contents of the practice's Customer Services Accessibility Policy. 	<p>01/01/2012</p>	<p>Complete and ongoing</p>
	<p>Keep records of who has been trained and when training took place.</p>		
	<p>Next review/update</p>	<p>31/12/2025</p>	
<p>Establish a feedback process</p> <p>O. Reg. 165/16, s. 16. O. Reg. 191/11, s. 11 (1).</p>	<p>Establish a feedback process that is accessible to persons with disabilities, and will be provided in an accessible format upon request. The feedback process has been posted on the Firm's website.</p>	<p>01/01/2012 28/02/2017</p>	<p>Complete Updated</p>
	<p>Next review/update</p>	<p>31/12/2025</p>	
<p>Establish procedures to notify the public regarding temporary disruptions to services and facilities</p> <p>O. Reg. 165/16, s. 16.</p>	<p>Establish a template for use to post in areas where services or facilities have been disrupted. This includes:</p> <ul style="list-style-type: none"> • Identifying the reason for disruption, the expected duration, and alternative facilities or service, if they exist. <p>Provide a link on our external website to the building(s) operators Service Disruption website to provide details for when a service has been disrupted.</p>	<p>01/01/2012 19/09/2024</p>	<p>Complete Updated</p>
	<p>Next review/update</p>	<p>31/12/2025</p>	

Online reporting 2005, c. 11, s. 14 (1).	Complete online reporting with the Government of Ontario, documenting compliance.	31/12/2012	Complete
		19/12/2014	Complete
		21/11/2017	Complete
	Compliance reports will be made available to the public upon request.	11/06/2021	Complete
		19/09/2023	Complete
Next reporting due date:		31/12/2026	

Integrated accessibility standards - General requirements

Specific requirement	Strategies to prevent and remove barriers	Due date	Current status
Prepare a multi-year Accessibility Plan O. Reg. 191/11, s. 4 (1).	Prepare, implement, maintain and document an Accessibility Plan, which outlines the Firm's strategy to prevent and remove barriers and meet the requirements under regulation.	01/01/2014	Complete
		18/01/2019	Updated
		23/09/2024	Updated
	Post this plan on the Firm's website, provide the plan in an accessible format upon request, and review at least once every five years.		
Next review/update		01/01/2025	
Establish accessibility policies O. Reg. 191/11, s. 3 (1).	Develop, implement, and maintain policies governing how accessibility will be achieved including:	01/01/2014	Complete
	<ul style="list-style-type: none"> A statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner, and 	19/09/2024	Updated to IASR
	<ul style="list-style-type: none"> Ensure that accessibility policies are provided in an accessible format upon request. 		Updated
Next review/update		01/01/2025	

Establish a training program for all employees, volunteers, people who participate in developing the Firm's policies, and people who provide goods, services or access to facilities on the Firm's behalf as required under the Integrated Accessibility Standards	Establish a training program instructing members on the requirements of the integrated accessibility standards and on the <i>Human Rights Code</i> as it pertains to persons with disabilities.	01/01/2015	Complete and ongoing
O. Reg. 191/11, s. 7 (1); O. Reg. 165/16, s. 5 (1).	Firm members received, and continue to receive training as soon as practicable. The Firm maintains records of who has been trained and when training took place.		
Next review/update		31/12/2025	

Integrated accessibility standards - Information communication standard

The Firm will continue improve methods to communicate information effectively and efficiently, as follows:

Specific requirement	Strategies to prevent and remove barriers	Due date	Current status
Accessible websites and web content O. Reg. 191/11, s. 14 (4).	Ensure that the global Dentons website and micro sites contain content that conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 level A, and continues to expand on its accessibility for all users.	01/01/2014	Complete
Accessible websites and web content O. Reg. 191/11, s. 14 (4) and (5).	Ensure that the Firm's websites and the web content on those sites work to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCA6) 2.0 level AA.	01/01/2021	Complete and ongoing

Accessible formats and communication supports O. Reg. 191/11, s. 12	<p>Upon request, Dentons Canada will provide or arrange for accessible formats and communication supports for persons with disabilities, upon request, where practicable and in a timely manner that accounts for the persons' disability at no additional cost to the person.</p> <ul style="list-style-type: none"> Consult with the person making the request to determine the appropriate accessible format or communication support. Ensure the availability of accessible formats and communication supports is communicated through the company's public website to increase awareness for both the public and Dentons employees. 	01/01/2012 Complete 01/01/2016 Updated to IASR
Feedback O. Reg. 191/11, s. 11 (1).	<p>Ensure that the feedback process outlined in the Firm's Accessibility Policy is accessible to people with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.</p> <p>Notify the public about the availability of accessible formats and communication supports through the Firm's website.</p>	01/01/2012 Complete 01/01/2016 Updated to IASR
Next review/update		31/12/2025

Integrated accessibility standards - Employment standard

The Firm is committed to inclusive and accessible employment practices that attract and allow us to retain talented employees. To achieve this, we accommodate people with disabilities both during recruitment and throughout their employment with the Firm.

Specific requirement	Strategies to prevent and remove barriers	Due date	Current status
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<p>Provide workplace individual emergency response plans</p> <p>O. Reg. 191/11, s. 27</p>	<p>On learning of an employee's needs, the Firm works with the employee to create an individualized emergency response plan.</p> <ul style="list-style-type: none"> • With consent, we share this information with those responsible for helping in emergencies. • We review individualized emergency response plans whenever the employee moves to a different location, overall accommodation needs or plans are reviewed, and we review our general emergency response policies. 	<p>01/01/2012 Complete and ongoing</p>
	<p>Annually canvass employees to ensure up-to-date information.</p>	<p>Ongoing</p>
	<p>Prepare individual emergency evacuation plans as required.</p>	<p>01/01/2012 Complete and ongoing</p>
<p>Recruitment process</p> <p>O. Reg. 191/11, s. 22. O. Reg. 191/11, s. 23 O. Reg. 191/11, s. 24</p>	<p>Notify employees and the public about the availability of accommodation for applicants with disabilities in our recruitment processes.</p> <p>In recruiting new employees, the Firm notifies potential applicants that we accommodate applicants with disabilities. On request, we will consult with and provide or arrange for the provision of a suitable accommodation appropriate to the applicants' accessibility needs.</p>	<p>01/01/2016 Complete</p>
<p>Informing employees and providing or arranging for supports</p> <p>O. Reg. 191/11, s. 25 and 26</p>	<p>Inform new and existing employees as soon as practicable, of our policies, or changes to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>Provide updated information to any employee requesting accommodation and provide accommodation supports, accessible formats, and communication supports in consultation with the employee, needed for them to perform their job and that are generally available to employees in the workplace.</p>	<p>01/01/2016 Complete</p>
<p>Individual accommodation plans - Establish written process</p> <p>O. Reg. 191/11, s. 28</p>	<p>Establish a written process for the development of documented individual accommodation plans for employees with disabilities. This process shall include the following:</p> <ul style="list-style-type: none"> • The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 	<p>01/01/2016 Complete</p>

- The 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 the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
- The manner in which an employee can request the participation of a representative from the workplace in the development of the accommodation plan.
- The steps taken to protect the privacy of the employee's personal information.
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans - Create and update individual accommodation plans as required	Ensure that employees requesting accommodation are met with individually upon employment or at the outset of a disability to develop individual accommodation plans.	01/01/2016 Complete and ongoing
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O. Reg. 191/11, s. 28

Meet with disabled employees individually on an annual basis to review accommodation plans and to update them as needed.

Individual accommodation plans will:

- If requested, include any information regarding accessible formats and communications supports to be provided.
- If required, include individualized workplace emergency response information.
- Identify any other accommodation that is to be provided.

Return to work process O. Reg. 191/11, s. 29	Develop and document a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.	01/01/2016 Complete
	Ensure that the return to work process outlines the steps that will be taken to facilitate the return to work and includes documented individual accommodation plans as part of the process.	
Performance management, career development and advancement and redeployment O. Reg. 191/11, s. 30 O. Reg. 191/11, s. 31 O. Reg. 191/11, s. 32	Ensure that the accessibility needs and individual accommodation plans of employees with disabilities are taken into account when conducting performance management, career development and advancement opportunities to employees, or when engaging in employee redeployment.	01/01/2016 Complete

Definitions

Any definitions listed in the following table apply only to this plan, with no implied or intended use beyond those documents.

Accessible Formats	These may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.
Assistive Devices	Any device that an individual with a disability uses to perform a particular task, or to aid that person in activities of daily living. This includes mobility assistive device, mobility device, and communication supports, as those are defined in the Integrated Accessibility Standards.
Barrier	A barrier is a circumstance or obstacle that keeps people apart. For people with disabilities, barriers can take many forms including attitudinal, communication, physical, policy, programmatic, social, and transportation.
Communication	The interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.
Communication Supports	These may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
Disability	A disability as defined by the Ontario Accessibility for Ontarians with Disabilities Act, 2005. A disability may include physical limitations, mental health issues, cognitive or intellectual development, learning, hearing or vision impairments. A disability can also include medical conditions, substance addictions, environmental sensitivities and workplace injuries. The definition includes disabilities of different severity and visible as well as nonvisible disabilities.

Firm	In this plan, the Firm means all offices of Dentons Canada LLP.
Information	Data, facts, and knowledge that conveys meaning in any format, including text, audio, digital, or image, and that conveys meaning.
Service Animals	An animal used by a person with a disability for reasons relating to their disability.
Support Persons	A person who accompanies an individual with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. A support person may be a paid professional, a volunteer, family member or friend.