

AVAILABILITY OF ACCESSIBLE CLIENT SERVICE DOCUMENTS

Purpose

Siskinds LLP (“Siskinds”) is committed to making all documents required under the Client Service Standards (the “Accessible Client Service Documents”) available to the public upon request. The purpose of this procedure is to set out how Siskinds will notify persons to whom it provides services about the existence of such documents, as well as the manner and format by which such documents will be made available to them.

Scope

This procedure applies to every person interacting with members of the public or other third parties on behalf of Siskinds, whether a partner, lawyer, employee or independent contractor.

Definitions

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.

The foregoing definition includes disabilities of differing severity, whether visible or non-visible and whether temporary or permanent in nature.

Procedures

Documents Available in Accessible Formats

Siskinds will ensure that the following Accessible Client Service Documents are available in accessible formats, upon request:

Accessible Client Service Plan

Procedures – Availability of Accessible Client Service Documents

Procedures – Assistive Devices, Services and Alternative Service Methods

Procedures – Communication

Procedures – Service Animals

Procedures – Support Persons

Procedures – Notice of Temporary Disruption Process

Procedures – Feedback Process

Feedback Form [Online | Printable]

Accessible Formats

When providing any of the Accessible Client Service Documents to a person with a disability, Siskinds will provide the document, or the information contained therein, in a format that takes into account the person's disability.

Providing Notice of Availability of Accessible Documents

Siskinds will notify the public and other third parties about the availability of the Accessible Client Service Documents by posting this information on its accessibility webpage (www.siskinds.com/accessibility). Such notice will:

- Indicate that these documents are available in accessible formats;
- Provide a link to an electronic version of these documents; and
- Explain how to request alternate accessible formats of these documents.

Siskinds will also place a general notice in a conspicuous location(s) in its premises regarding the availability of the Accessible Client Service Documents.

Requests for Accessible Client Service Documents

Requests for copies of the Accessible Client Service Documents may be made in person, by telephone, in writing, or by delivering an electronic text by email or online, or by facsimile, directed to the attention of Siskinds' Human Resource Manager. When such request is received, Siskinds will:

- Ask the person making the request if he/she requires the requested document in an alternate format because of his/her disability and, if so, ask the person's preferred format;
- If the requested document:
 - Can be readily and reasonably produced in the requested alternate format, provide the person with the document or the information contained

therein, as soon as practical in the requested alternate format, confirming that the alternate format is acceptable; or

- Cannot be readily and/or reasonably produced in the requested alternate format, Siskinds' Human Resource Manager will consult with the person making the request to determine a different alternate format that is acceptable. When the person receives the document or the information contained herein, in the different alternate format, the Human Resource Manager will confirm that the alternate format is acceptable to that person.

Siskinds Human Resource Manager will make every reasonable effort to ensure requests for alternate accessible formats of Accessible Client Service Documents do not take significantly longer than requests for the same documents in standard print.