

Availability of Accessible Client Service Documents

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

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, plain-text 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 they require the requested document in an alternate format because of their 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.