

## Crowe Soberman Multiyear Plan

Activity	Detail		Timing	Status
<b>Part 1 – General</b>				
<b>Accessibility Policies</b>	The Firm has developed and implemented the Integrated Accessibility Standards Policy and such information is available on the Firm website. Accessible format is available upon request. The policies will be reviewed and updated as required.		Jan 1, 2014	Updated as required.
<b>Accessibility Plans</b>	The Firm is committed to providing an inclusive environment for all and access to our materials and web content. A Multi-year plan is available on our website, accessible format available upon request		Jan 1, 2014	Needs to be updated every 5 years, will be revisited in 2021.
<b>Training</b>	The Firm established a training process to ensure all current and new employees and contractors will receive the necessary training prescribed by the Regulation. A record of such training will be kept. The training will include the Firm's accommodation and accessibility policy, as well as on the Ontario Human Rights Code, and the OADA regulations. Training will be provided to new employees during onboarding as all current employees were trained in May 2014.		May 15, 2014	Complete & Ongoing
<b>Part 2 – Information and Communications Standards</b>				
<b>Feedback Process</b>	The Firm will ensure individuals can provide feedback on our services and how responses and complaints will be managed.		Jan 1, 2015	Complete & ongoing
<b>Emergency procedures, plans and safety information</b>	Emergency procedures, plans are posted throughout our facilities and are available in accessible format upon request.		Jan 1, 2012 & Ongoing	Ongoing review by JHSC

<b>Accessible website and web content</b>	<p>The Firm is committed to ensuring persons with disabilities can access our website and its contents according to the Web Content Accessibility Guidelines (WCAG). Website and web content published after 2012 must conform to WCAG 2.0 Level A initially, then gradually to WCAG 2.0 Level AA by January 1, 2021 to the extent that is practicable other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions).</p> <p>Note: All WCAG 2.0 requirements only apply to websites, web content and web based applications that the firm has direct control or through a contractual relationship and where meeting requirements are technically viable.</p>		January 21, 2021	
<b>Part 3 – Employment Standards</b>				
<b>Recruitment and Selection</b>	The Firm will continue to review and update current policies and procedures. Accommodation is available at all stages of recruitment upon request. We notify all candidates and applicants that accommodation is available on each job posting, and at every communication for assessments, and job offers.		Jan 1, 2016 & Ongoing review	Complete
<b>Communication to Internal Staff</b>	All staff, including fulltime, part time, students, interns, consultants, seasonal and contractors- will be informed whenever AODA policies are updated. Accommodation is available for staff upon request.		Ongoing review	Complete – Ongoing training
<b>Workplace emergency response information</b>	Customized plans are created for individuals with disabilities, to ensure their accommodations are taken into consideration when there is an emergency.		Jan 1, 2012 and ongoing review	
<b>Individual Accommodation plans and Return to Work Process</b>	The Firm will work with employees with disabilities for individual accommodation and return to work plans that includes all requirements of IASR. When an employee identifies that they require accommodation The Firm will proceed to create an individual plans		Jan 1, 2016	Ongoing.
<b>Performance Management, Professional and Career Development</b>	The Firm will provide training materials in accessible format upon request or when practicable and the Firm will consider various training delivery methods appropriate for persons with disabilities. The Firm will consider an individual's accessibility needs when providing performance		Jan 1, 2016	Completed

	management, career development and advancement, as well as redeployment.			
Part 4 – Transportation (N/A)				
Part 5 - Built Environment				
Maintenance of Accessible Elements	The Firm will meet Accessibility Standards for the Design of Public Spaces when building or making major modifications to public places.		Ongoing	On Going, no major modifications planned to public spaces
	The Firm will put procedures in place to prevent service disruptions to its accessible parts of our public spaces. In the event of a service disruption, the public will be notified in advance, if possible, and informed of alternatives available.		January 2016	Completed