

2024 SB Partners LLP AODA Plan

Introduction

This document outlines SB Partners LLP multi-year AODA accessibility plan for 2024– 2029 to:

1. Prevent and remove barriers for persons with disabilities
2. Meet the requirements set out in the Accessibility for Ontarians with Disabilities Act, 2005 and its regulations.

Statement of commitment

SB Partners LLP supports the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code (Code), and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

SB Partners LLP is committed to complying with the accessibility standards set out in the AODA's Integrated Accessibility Standards Regulation (IASR) and the duty to accommodate disability related needs under the Code.

AODA requirements

Ontario Regulation 191/11: Integrated Accessibility Standards (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) include accessibility standards for:

- Policies, training, plans and reports
- Procurement
- Customer service
- Information and communications
- Employment
- Transportation
- The built environment.

We are required to create, maintain and make publicly available a multi-year accessibility plan. The accessibility plan must be created, reviewed and updated in consultation with persons with disabilities. The accessibility plan must also be reviewed at least once every five years, and all organizations are required to report annually on the progress they have made to implement the accessibility plan and comply with the IASR.



Strategies and actions for 2024 – 2029

SB Partners makes the following commitments to meet the goal of being an organization that is fully accessible to persons with disabilities in the following areas:

- Customer service
- Information and communications
- Employment
- Accessibility training

Customer service

SB Partners is committed to ensuring that all individuals have access to and can effectively use its services, goods and facilities.

- Customer service policy as required by the IASR
- Communications supports available upon request
- Where possible, SB Partners-hosted events endeavor to take place at accessible locations or on accessible video conferencing platforms.
- Standard language on all invitations invite people to contact SB Partners about additional Code-related accommodation requests before event dates.
- As required under Section 11 of the IASR, a web-based feedback process is available to help SB Partners better understand how well client expectations are being met. People can also provide feedback via telephone, mail or fax
- We are committed to providing customer service in a way that best respects the dignity and independence of persons with disabilities.
 - Ensuring that stakeholders, clients and employees are aware of their roles and responsibilities under this accessible customer service procedure
 - Promptly addressing accommodation and accessibility issues identified in a dignified and respectful way, to facilitate effective access to, and participation in, firm services
 - Responding to identified accommodation and accessibility needs on an individual basis.

SB Partners LLP will review and make any necessary changes to improve the accessibility of its:

- Customer service policy and practices in accordance with the standards under the IASR, including:
 - Routinely asking individuals if they require any disability-related accommodations or assistance
 - Reviewing potential barriers that visitors with disabilities may experience when arriving at SB Partners office.
 - Reviewing potential barriers that individuals who use mobility devices may experience within the offices, including along internal paths of travel to and within



meeting rooms

- Mechanism/procedure for SB Partners LLP to receive AODA compliance-related feedback or inquiries, including complaints, in accordance with section 11 of the IASR:
 - Including clarifying the process to provide feedback via website, phone and email.

Information and communications

In accordance with Part II of the IASR, SB Partners LLP is committed to making sure its information and communications systems and products are accessible to persons with disabilities.

- We take into account individual disabilities when communicating with people. We will continue to review digital and other communication methods in an effort to improve accessibility to its services.
- We are updating our website designed to comply with the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.
- Staff will receive appropriate specialized training on emerging procedures and plans.
- Marketing routinely takes steps to make the website and communication products as accessible as possible, including:
 - Using tools and products to develop the website and other online materials to maximize accessibility features.
 - Web developers and any other external vendors will be selected, in part, based on their experience designing accessible websites.
 - Captioning or transcripts are provided for all video content.
- SB Partners offers a variety of methods for individuals to contact us and works with new and prospective clients to make sure their needs are met.
- SB Partners uses a range of communication methods such as mail, email, telephone, video conferencing including Internet-based communications platforms, and social media platforms to communicate with stakeholders and members of the public.
- All public documents, including correspondence and publications, are made available in accessible formats, upon request.
- Where possible, staff are expected to use plain language when writing publications, documents, training materials and correspondence. Where complex issues are discussed, efforts are made to explain the concepts in a variety of ways to maximize understanding.

SB Partners will review and make any necessary changes to improve the accessibility of its:

- Website, as it works towards revamping the website content and design.
- Social and other media accounts, including Facebook, Instagram, and LinkedIn



- Digital information and communications, including email, electronic document formats and distribution, and its audio/video teleconferencing software and practices, including making sure video conferencing participants who require them have access to and know how to use accessibility features such as captioning
- Emergency procedures, plans and public safety information including making sure staff know what to do when visitors with disabilities are on-site during an emergency
- Researching TTY phone line, that meet the preferred mode of communication for individuals who are Deaf, deafened or hard of hearing.

Employment

In accordance with Part III of the IASR, we are committed to ensuring that the recruitment process for new staff is accessible.

- We are committed to accessible employment practices and policies to attract and retain employees with disabilities. We are also committed to providing accommodation to employees with disabilities in a way that best respects their dignity and allows them to carry out their essential job duties and take part fully and meaningfully in our work.
- SB Partners will inform candidates and employees about their right to accommodation and will advise candidates about the type of testing that they will be expected to do during the interview process, so that candidates can request an appropriate accommodation for a disability if need be.
- We will develop and document individual accommodation plans, return-to-work plans and workplace emergency response information for employees with disabilities as needed.

We will review and make any necessary changes to improve the accessibility of our employment policies and practices (e.g. employee recruitment, accommodation procedures and plans) in accordance with Part II of the IASR including making sure time limits for recruitment tests are designed inclusively and do not generally adversely affect candidates with disabilities, and accommodations are available to meet the disability-related need for more time.

Accessibility training

We are committed to making sure that all staff remain informed about their rights and responsibilities under the AODA and the IASR by providing ongoing training.

- All staff and Partners receive ongoing training on disability-related policies and procedures, including AODA mandatory training on the requirements of the accessibility standards under the IASR, and on the Code as it pertains to persons with disabilities. All current staff have completed the Ontario Human Rights Counsellors eLearning module Working Together: The Code and the AODA.



- We will track staff and Partners training on accessibility and the duty to accommodate for disability.

We will review and make any necessary changes to improve its staff and Partners training on IASR requirements, including making sure:

- New staff receive information and training on AODA and policies
- Current staff will start receiving refresher training on the AODA, including the accessible customer service requirements every 3 years
- Relevant staff receive regular training on evolving best practice standards for accessible website design and online resources

Feedback process

In accordance with section 11 of the IASR, SB Partners encourages feedback about its accessibility, including customer service, its website, employment practices, procurement, etc. Feedback can be submitted using an online request form, available [here](#). Feedback can also be made in writing, by telephone, TTY or email to:

ADDRESS: 3600 Billings Court, Suite 301, Burlington, ON, Canada L7N 3N6

Tel: 905-632-5978

Toll Free: 866-823-9990

Fax: 905-632-9068

Email: hr@sbpartners.ca

The HR Director or a delegate will review the customer/client feedback, investigate the situation, try to resolve it and provide a response within 14 business days of receiving the information.