

# ACCESSIBILITY POLICY + ACTION PLAN

June 2025

Quinn+Partners

# Quinn+Partners Accessibility Policy

## Introduction

At Quinn+Partners (Q+P), we are committed to fostering a diverse and inclusive workplace that values the unique perspectives and needs of our team members, clients and partners. We aim to respect the dignity and independence of all individuals with disabilities by actively preventing and removing barriers to accessibility.

This Accessibility Policy (The Policy) outlines Q+P's practices, procedures and strategy for identifying, preventing and removing barriers to accessibility. It is developed in alignment with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

## Our Approach

This Policy outlines our commitment and actions to identify, prevent and remove barriers to accessibility and to provide an accommodating work environment and customer experience.

Our Policy addresses the following AODA standards:

- Accessibility Standards for Customer Service
- Accessibility Standards for Information + Communication
- Accessibility Standards for Employment

The Policy is supplemented by our Multi-Year Action Plan (MYAP), appended to this document and other company policies and procedures referenced within this Policy.

The Policy and MYAP are available on our website and can be provided in an accessible format upon request.

We commit to provide training for all employees on accessibility and our policy.

### **1. Accessibility Standards for Customer Service**

We work to embed accessibility considerations into the delivery of our services and interactions with clients, partners, the public and provide accommodations where required and appropriate. This includes:

1. Consider disabilities when interacting with clients, partners and the public at our facility and seek to remove barriers and accommodate, where possible.
2. Allow clients, partners and the public to use their own assistive devices, support persons or service animals as needed when on Q+P offices.

3. Provide clients with the opportunity to provide feedback on the accessibility of our services and request documents in accessible formats, where applicable.
4. Provide or arrange for the provision of accessible formats of service delivery for persons with disabilities, such as alternate document formats or verbal delivery, where possible and upon request. We will provide this delivery in a timely manner that takes into account the persons accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

## **2. Accessibility Standards for Information + Communication**

Q+P is committed to communicating with individuals with disabilities in ways that accommodate their specific needs. To adhere with the Information and Communications Standard of the AODA, we will:

1. Make our website and web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0, initially at level A and increasing to level AA in accordance with the AODA Standards.
2. Provide the public with an accessible process to provide feedback on the accessibility of our information and communications. We will respond in a timely manner and seek to address feedback in consultation with the person making the request.
3. Provide, upon request, appropriate communication support for any emergency procedures, plans or public safety information that is publicly available.

## **3. Accessibility Standards for Employment**

Q+P provides equal employment opportunities and accommodations for prospective and current team members with disabilities. To support this, we will:

1. Notify applicants and team members about the availability of accommodations during recruitment, selection and throughout employment.
2. Offer accommodations based on individual accessibility needs.
3. Provide individualized accommodation plans and, if applicable, emergency response plans for team members with disabilities.
4. Consider accessibility needs in performance management, career development, return-to-work and return-to-office processes for team members who have been absent due to disability.

## **Feedback Process**

Feedback is important and helps us to support our commitment to create an environment that promotes dignity, independence and equal opportunity for all provide reasonable accommodations for individuals with disabilities. Anyone who wishes to provide feedback on the way Q+P provides services to people with disabilities, has questions about this Policy or has concerns regarding its application, can contact through one of the following channels.

- Email: [info@quinnandpartners.com](mailto:info@quinnandpartners.com)
- Phone: +1.416.477.2275
- Website: <https://www.quinnandpartners.com/contact/>
- In person at one of our offices:

#### **Toronto**

10 Alcorn Avenue, suite 200  
Toronto, ON M4V 3A9

#### **Vancouver**

1118 Homer Street, suite 223  
Vancouver, BC, V6B 6L5

#### **Montréal**

3 Place Ville-Marie, suite 400  
Montreal, QC H3B 2E3

Where possible, concerns will be addressed immediately. However, some concerns may require more effort to address. We seek to respond within ten business days with any questions, details on the resolution or next steps.

## **Policy Administration**

We will review and update the plan at least once every five years. This Policy was last updated in June 2025.

## Multi-Year Accessibility Plan

Our Multi-Year Accessibility Plan (MYAP) is a roadmap for enhancing Q+P's accessibility and inclusivity. The MYAP outlines the ways we will identify, prevent and remove barriers to address to support persons with disabilities and fulfill our Accessibility Policy commitments.

### Part 1: General Requirements

Initiative	IASR Requirements	Action	Status	Compliance Date
Establish Accessibility Policies	Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Developed and updated relevant policies	Complete	December 2024
Accessibility Plans	Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organizations strategy to prevent and remove barriers and meet its requirements under this Regulation.	Developed plan	Complete	December 2024
	Post the accessibility plan on the organization's website and provide the plan in an accessible format upon request. Review and update the accessibility plan at least once every five years.	Posted to website	Complete	December 2024
Training	Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in the AODA regulation and on the Human Rights Code as it pertains to persons with disabilities to: <ol style="list-style-type: none"> <li>1. All employees and volunteers.</li> <li>2. All persons who participate in developing the organizations policies.</li> </ol>	Developed and delivered company wide e-learning	Complete	December 2024

Initiative	IASR Requirements	Action	Status	Compliance Date
	3. All other persons who provide goods, services or facilities on behalf of the organization.			

## Part 2: Information + Communications Standards

Initiative	ISAR Requirements	Action	Status	Compliance Date
Feedback	Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Developed feedback process	Complete	November 2024
Accessible Formats + Communication Supports	Except as otherwise provided, every obligated organization shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities;  1. In a timely manner that takes into account the persons accessibility needs due to disability. 2. At a cost that is no more than the regular cost charged to other persons.	Integrated into Accessibility Policy	Complete	November 2024
	The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Integrated into Accessibility Policy	Complete	November 2024
	Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Integrated into Accessibility Policy	Complete	November 2024
Accessible Website + Web Content	Every obligated organization shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Updated website and installed an accessibility widget	Complete	October 2024

## Part 3: Employment Standards

Initiative	ISAR Requirements	Action	Status	Compliance Date
Recruitment - General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Disclaimer included on job posting	Complete	September 2021
Recruitment - Assessment or Selection Process	During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.	Request for accommodation information included in interview	Complete	November 2024
	If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicants accessibility needs due to disability.	confirmation communication	Complete	November 2024
Notice to Successful Applicant	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Developed process	Complete	November 2024
Informing Employees of Supports	Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employees accessibility needs due to disability.	Developed process	Complete	July 2024
	Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Included in our onboarding material	Complete	July 2024
	Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of	Developed process	Complete	November 2024

Initiative	ISAR Requirements	Action	Status	Compliance Date
	job accommodations that take into account an employees accessibility needs due to disability.			
Accessible Formats and Communication Supports for Employees	<p>In addition to its obligations, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:</p> <ol style="list-style-type: none"> <li>1. Information that is needed in order to perform the employee's job.</li> <li>2. Information that is generally available to employees in the workplace.</li> </ol>	Integrated into Accessibility Policy	Complete	November 2024
	The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Integrated into Accessibility Policy	Complete	November 2024
Workplace Emergency Response Information	Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	Developed process	Complete	April 2025
	If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	Developed process	Complete	April 2025
	Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Developed process	Complete	April 2025



Initiative	ISAR Requirements	Action	Status	Compliance Date
	<p>Every employer shall review the individualized workplace emergency response information;</p> <ol style="list-style-type: none"> <li>1. When the employee moves to a different location in the organization.</li> <li>2. When the employee's overall accommodations needs or plans are reviewed.</li> <li>3. When the employer reviews its general emergency response policies.</li> </ol>	Developed process	Complete	April 2025
Documented Individual Accommodation Plans	Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Developed process	Complete	April 2025
	<p>The process for the development of documented individual accommodation plans shall include the following elements;</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if accommodation can be achieved and, if so, how accommodation can be achieved.</li> <li>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee</li> </ol>	Developed process	Complete	April 2025

Initiative	ISAR Requirements	Action	Status	Compliance Date
	<p>is not represented by a bargaining agent, in the development of the accommodation plan.</p> <p>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>			
Return to Work Process	<p>Every employer, other than an employer that is a small organization,</p> <p>1. Shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability- related accommodations in order to return to work.</p> <p>2. Shall document the process.</p>	Developed process	Complete	April 2025
	<p>The return to work process shall;</p> <p>1. Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work.</p> <p>2. Use documented individual accommodation plans, as part of the process.</p>	Developed process	Complete	April 2025

Initiative	ISAR Requirements	Action	Status	Compliance Date
	The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	Developed process	Complete	April 2025
Performance Management	An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Integrated into performance management process	Complete	June 2025
Career Development + Advancement	An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Integrated into performance management process	Complete	June 2025
Redeployment	An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Integrated into Accessibility Policy and Reasonable Accommodation process	Complete	July 2024

