



Accessible Formats and Communication Supports Policy

As per the requirements set in regulations under the *Accessibility for Ontarians with Disabilities Act (AODA)*, the Firm will make reasonable efforts to provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, within a timely manner.

The Firm will consult with the requesting person, to determine the suitability of an accessible format or communication support. Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities. Communication Supports may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communication.

The Firm is committed to accessibility and will provide accessible formats and communication supports when requested, in a timely manner and at a cost that is no more than the regular cost charged to other persons.

Requests for accessible formats or communication supports can be made verbally (in person or by phone) or in writing (by letter). All requests will be directed to the Director of Human Resources.

Contact Information:

2100 Scotia Plaza
20 King Street West
Toronto, ON M5H 3C2
Attn: Director of Human Resources

Telephone: 416.869.5300
Fax: 416.350.6915