



TLS

Multi-Year Accessibility Plan

Updated December 2023

Our Commitment to Accessibility

Thomas, Large & Singer is committed to ensuring equal access and participation for all people, regardless of their abilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion. We are committed to meeting the needs of people who face accessibility barriers by identifying, removing and preventing these barriers and by meeting requirements of the Accessibility for Ontarians with Disabilities Act.

Introduction

Thomas, Large & Singer Inc. (TLS) strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps TLS is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how TLS will play its role in making Ontario an accessible province for all Ontarians.

Section One: Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives TLS has implemented and completed to improve accessibility for people with disabilities and to meet requirements of the Accessibility for Ontarians with Disabilities Act.

2019-2023 Key Accomplishments:

- Posted policies and standards on the company website
- Redistributed policies and procedures organization wide for current employees and as new employees join the organization
- Updated applicable policies and procedures as part of TLS' policy review process
- Reviewed and updated multi-year accessibility plan (available in an accessible format upon request)
- Implemented requirements of multi-year plan
- Reported compliance to the province
- Reviewed plan and updated in November 2023
- Ensured ongoing compliance in all areas

Customer Service

TLS has implemented customer service procedures that are guided and consistent with the core principles of independence, dignity, integration and equality of opportunity.

- TLS has remained in compliance with the Customer Service Standard through the development of procedures related to Customer Service, and has trained all employees in this regard. Employee training is documented upon completion, and is also part of the new employee onboarding experience.
- Reviewed available training materials from Ontario government and other sources to assess the applicability to TLS
- Considered program options and provided training
- Trained new staff through the onboarding process, and existing staff

- All feedback, including complaints, are directed to the Human Resources Department. Visitors who wish to provide feedback on how TLS provides goods and services to people with disabilities can reach the HR Department by phone, in writing to our address, or in-person by visiting our location. Visitors can expect to hear back within thirty days of receipt of a phone call or message.
- TLS ensures that our feedback process is administered in accessible formats and with communication supports, upon request.

Information and Communications

- TLS prepares and evaluates emergency procedures and an evacuation plan on a monthly basis (or more frequent as needed) and provides this information in an accessible format upon request.
- TLS ensures their public information and communications are accessible and provide communications support, if needed, when asked, working with the person to figure out how to meet the individual's needs as soon as possible.
- The TLS website (<https://www.thomaslargesinger.com>) states that TLS will make written information and other forms of communication accessible, upon request (in a timely manner and at a cost equal to the regular cost charged to others).
- Ensured multi-channel options for providing and receiving feedback
- Maintained alternate formats request statement on website

Employment

- When necessary, TLS provides accessible and customized emergency information. This information is provided as soon as an employee asks for it or when TLS becomes aware an employee may need accommodation in an emergency.
- The employment practices at TLS are accessible, which involved revamping existing human resources practices to explicitly consider and respond to accessibility issues in the workplace relating to, recruitment, accommodation, performance management, career development and return-to-work processes.
- TLS ensures that all candidates applying for posted job openings are aware that: *“Thomas, Large & Singer welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.”* This statement is posted on all material and company job posting templates to include accessibility statement
- During the recruitment process, ensured applicants are notified if selected for an interview or assessment that accommodations are available, upon request
- Updated Onboarding materials
- Created individual accommodation plans for employees needing assistance
- Reviewed, updated and documented existing return to work process communications related to the recruitment process.

Section Two: Strategies and Actions

TLS currently has programs in place to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities. Below is a summary of the Key Initiatives and Actions planned for beyond 2023.

2024-2027 Key Actions:

- Update policy and procedures in 2024 as part of TLS' policy review process
- File compliance report with the province in December 2026
- Implement any additional requirements of Multi-Year Accessibility Plan organization wide as they arise; update with provincial amendments to standards as required
- Update multi-year accessibility plan in late 2026

Customer Service

TLS is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

TLS provides training to all employees on accessible customer service and how to interact with people with different disabilities. Training is provided every five (3) years to those that have completed training previously. The most recent company-wide training took place in 2020 and is scheduled for December 2023 and into 2024. Training is provided to all new employees on their first day with the company. TLS maintains a log of the training we provide, as well as the number of people that have been trained and the specific training modules completed.

TLS will continue to provide training to new and existing staff regarding the Customer Service Standard, and ensure ongoing compliance.

Information and Communications

TLS is committed to making our information and communications accessible to people with disabilities.

TLS continues to provide information in an accessible format upon request, including emergency evacuation procedures. TLS plan to review and update emergency plans and individual accommodation plans annually or as required

Employment

TLS is committed to fair and accessible employment practices.

TLS will continue to update the Accessible Employment standard and Accommodation/work reintegration procedures by 2024 as part of organizational policy review process.

TLS will continue to work with employees returning to work who require accommodations.

TLS also will continue consideration of accessibility needs during the performance management process and when providing career development and advancement.

Training

TLS is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

TLS will continue to provide training to all employees of the organization on the Human Rights Code as it pertains to persons with disabilities and the Integrated Standards on the accessibility requirements that apply to their job duties and the organization.

Via the Ontario Human Rights Commission website, module training will continue to be reviewed as a resource, particularly the training referred to as "Working Together: The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act".

For More Information

Standard and accessible formats of this document are available free upon request from Human Resources. For more information on this accessibility plan, please contact Human Resources.

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