

## Diamond Schmitt Architects

### **Accessibility for Ontarians with Disabilities: Multi-Year Accessibility Statement & Plan**

#### Statement of Commitment

Diamond Schmitt Architects strives to provide our services in a manner that is accessible to all of our clients/consultants and to the public. We believe in integration and equal opportunity and treat all people in a way that respects their dignity and independence. Diamond Schmitt Architects is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility to meet accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Our company is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### Accessible Emergency Information

Diamond Schmitt Architects is committed to providing our clients with emergency information upon request. We will provide employees with disabilities with individualized emergency response information when necessary.

#### Training

Diamond Schmitt Architects provides training to all employees, volunteers and others who deal with the public, and all those who are involved in the development and approvals of customer service policies, practices and procedures on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

Diamond Schmitt Architects has taken the following additional steps to ensure training in Human Rights and employment has been provided as required.

- Establish an AODA cross-functional team to interpret training requirements as necessary
- Enhance, develop and monitor training materials for employees
- Review this Accessibility Statement and Plan on an ongoing basis and update its training for employees when required

#### Information and Communications

Diamond Schmitt Architects will communicate with persons with disabilities in ways that take into account their disability. We will train staff who communicate with clients/consultants/public on how to interact and communicate with people with various disabilities.

Diamond Schmitt Architects aims to make all new website and content on those sites conform with WCAG 2.0 Level A. We are working in conjunction with our web developers to become compliant as our website interface is currently under construction.

We aim to be fully WCAG 2.0 Level AA compliant by **January 1, 2021**.

### Telephone Services

We are committed to providing fully accessible telephone service to our customers. Employees have been trained to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by email and relay services if telephone communication is not suitable to their communication needs or is not available.

### Assistive Devices

We will communicate best practices to our staff so that they can be familiar with various types of assistive devices available that may be used by customers/clients with disabilities.

### Service Animal and Support Person

We will ensure that all staff dealing with the public is trained on how to interact with persons with disabilities who are accompanied by a service animal or support person.

### Notice of Temporary Service Disruption

Diamond Schmitt Architects will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

### Employment

Diamond Schmitt Architects is committed to fair and accessible employment practices. This Accessibility Statement and Plan for Employment is available in an accessible format upon request.

### Recruitment Standards

Diamond Schmitt Architects is committed to ensuring that reasonable accommodations are made to persons with disabilities during recruitment and assessment processes.

- Notify job applicants about the availability of accommodations
- Notify successful job applicants about policies for supporting employees with disabilities

### Employment Standards

Diamond Schmitt Architects is committed to ensuring that reasonable accommodations are made available to employees with disabilities.

- As soon as it is practical after employment we will inform employees of policies for supporting employees with disabilities including advising of changes on an ongoing basis
- Provides accessible formats and/or communication supports to employees, upon request;
- Provides individualized workplace emergency response information to employees or any person designated to provide assistance to an employee
- Return to work processes developed for employees who have been absent from work due to a disability and require reasonable accommodations to return to work
- Reviews and considers accessibility needs of employees with disabilities throughout the career development process

## Feedback Process

Feedback from members of the public about the delivery of our architectural services to persons with disabilities should be directed to the Director of Human Resources, Lilia Kiriakou and can be submitted in the following ways:

- In person (by visiting our office)
- By mail to 384 Adelaide Street West, Suite 300 Toronto, Ontario M5V 1R7
- By phone at 416-862-8800 Ext 395
- By e-mail to [liriakou@dsai.ca](mailto:liriakou@dsai.ca)

If the individual providing feedback wishes to be contacted, they must provide their name and contact information.

Complaints will be addressed by the Director of Human Resources and/or owners. Where appropriate, an investigation into a complaint may be conducted. If the individual making the complaint so requests, the individual will receive a response to his or her complaint from the Director of Human Resources and/or owners.