



2012 Customer Service Accessibility Report Reporting Profile Questions

Note: All fields below are mandatory. Incomplete information will result in a delay to file your accessibility report. All information you provide is subject to the Freedom of Information and Protection of Privacy Act.

Organization Information

Organization Legal Name:

ZTGH Law Limited Partnership

Organization Operating/Business Name:

Zarek Taylor Grossman Hanrahan

How many employees do you have in Ontario?

Number of Employees: 44

Business Number (BN9 or BN15):

(General information regarding
business numbers can be found at the
[Ministry of Revenue's website.](#))

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What sector does your organization belong to?

Private Sector: ☒ Non-Profit Sector: ☐

What subsector does your organization belong to? Specify a major business activity from the list below.

11 Agriculture, Forestry, Fishing and Hunting	<input type="checkbox"/>	53 Real Estate and Rental and Leasing	<input type="checkbox"/>
21 Mining, Quarrying, and Oil and Gas Extraction	<input type="checkbox"/>	54 Professional, Scientific and Technical Services	<input checked="" type="checkbox"/>
22 Utilities	<input type="checkbox"/>	55 Management of Companies and Enterprises	<input type="checkbox"/>
23 Construction	<input type="checkbox"/>	56 Administrative and Support, Waste Management and Remediation Services	<input type="checkbox"/>
31-33 Manufacturing	<input type="checkbox"/>	61 Educational Services	<input type="checkbox"/>
41 Wholesale Trade	<input type="checkbox"/>	62 Health Care and Social Assistance	<input type="checkbox"/>
44-45 Retail Trade	<input type="checkbox"/>	71 Arts, Entertainment and Recreation	<input type="checkbox"/>
48-49 Transportation and Warehousing	<input type="checkbox"/>	72 Accommodation and Food Services	<input type="checkbox"/>
51 Information and Cultural Industries	<input type="checkbox"/>	81 Other Services (except Public Administration)	<input type="checkbox"/>
52 Finance and Insurance	<input type="checkbox"/>	91 Public Administration	<input type="checkbox"/>



Accessibility Directorate
of Ontario
Ministry of Community
and Social Services

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Head Office Address		
Address Line 1: 20 Adelaide St. East, Suite 1300		
Address Line 2:		
City: Toronto	Province: ON	Postal Code: M5C 2T
Mailing Address (if different from Head Office Address)		
Address Line 1:		
Address Line 2:		
City:	Province:	Postal Code:

2012 Customer Service Accessibility Report

Note: The Accessibility for Ontarians with Disabilities Act, 2005 requires that organizations file reports on accessibility standards that apply to them. It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

Accessibility Report Questions	
1. Does your organization have policies, practices and procedures on providing goods or services to people with disabilities? [O. Reg. 429/07, s. 3(1)]	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
2. Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity? [O. Reg. 429/07, s. 3(2)]	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
3. Do your organization's policies address the use of assistive devices by people with disabilities to access your organization's goods or services, or any available alternative measures that enable them to do so? [O. Reg. 429/07, s. 3(3)]	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
4. Do your organization's policies, practices and procedures require your organization to take a person's disability into account when communicating with the person? [O. Reg. 429/07, s. 3(4)]	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
5. Do members of the public or other third parties have access to premises that your organization owns or operates? [O. Reg. 429/07, s. 4(1)] *If your answer is No, skip to question 9 below (do not answer questions 6, 7 and 8)	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
6. Does your organization permit people with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law, and is this included in your policies, practices and procedures? [O. Reg. 429/07, s. 4(2) & (7)]	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
7. If a service animal is excluded by law from your premises, does your organization ensure that alternate measures are available to enable the person to access your goods or services? [O. Reg. 429/07, s. 4(3)]	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
8. Does your organization permit people with disabilities to enter the parts of your premises that are open to the public or other third parties with their support person, and provide notice of any fee charged for the support person, and is this included in your policies, practices and procedures? [O. Reg. 429/07, s. 4(4), (6) & (7)]	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
9. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization's goods or services, including the reason, duration and any alternatives available? [O. Reg. 429/07, s. 5(1), D12 (2) & (3)]	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>

10. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to people with disabilities, including actions that your organization will take when a complaint is received? [O.Reg. 429/07 s. 7(1), (3) & (4)]	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
11. Does your organization make information about its feedback process readily available to the public, including how feedback may be provided (e.g. in person, by telephone, in writing, by email, on diskette or otherwise)? [O. Reg. 429/07, s. 7(1) & (2)]	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
12. Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities: every person who deals with the public or other third parties on behalf of your organization, and every person who participates in developing your organization's policies, practices and procedures on providing goods or services? [O. Reg. 429/07, s. 6(1)]	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
13. Does this training include your organization's current policies, practices and procedures required under the Customer Service Standard and all the topics listed in section 6(2) of the standard? [O. Reg. 429/07, s. 6(2) & (4)]	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
14. Does your organization have a written training policy that includes a summary of the contents of the training and details of when the training is to be provided, and does your organization keep records of the dates that training was provided and how many people were trained? [O. Reg. 429/07, s. 6(5) & (6)]	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
15. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, that the documents required by the Customer Service Standard are available upon request, and do you provide those documents in a format that takes a person's disability into account? [O. Reg. 429/07, s. 8(1) & (2) & 9(1)]	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>
General Comments (Optional)	
If you have any comments related to your organization's accessibility report, please provide them below. (2000 characters limit)	



2012 Customer Service Accessibility Report Certification Statement

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that organizations file reports on accessibility standards that apply to them. Section 15 of the Act requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization.

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

Accessibility Report Certification Statement

All fields are mandatory and must be completed before the report can be submitted.

I certify that:

- ☒ I have the authority to bind this organization,
- ☒ all the required information has been included in this report, and,
- ☒ the information in this report is accurate.

Certification Date (yyyy/mm/dd): 2012/12/26

Signature: _____

Thomas Hanrahan

Certifier Information

Organization:

ZAREK TAYLOR GROSSMAN HANRAHAN

First Name:

THOMAS

Last Name:

HANRAHAN

Position Title:

PARTNER

Email Address:

THANRAHAN@ZTGH.COM

Phone Number:

(416) - 777-5229 Ext.: