



## **INTEGRATED ACCESSIBILITY STANDARDS POLICY**

The following policy has been established by Track DDB, a division of Omnicom Canada Corp., (“DDB”) (“the Company”) to govern the provision of services with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005*.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

The Company is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

### **Commitment**

The Company is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. The Company will communicate with people with disabilities in a way that takes into account their disability.

### **Assistive Devices, Service Animals and Support Persons**

The Company is committed to welcoming individuals with disabilities into our premises and ensuring that they can access our services. We allow people to use their own personal assistive devices to access our services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

We welcome people with disabilities and their service animals. Service animals are allowed to enter all parts of the office space. The company is similarly committed to welcoming individuals with disabilities who are accompanied by a support person. At no time will an individual who requires a support person be prevented from having access to that person while on our premises.

### **Notice of Temporary Disruption**

The Company will provide clients with notice in the event of a planned or unexpected disruption to services or facilities usually used by people with disabilities. The notice will include information regarding the reason for the disruption, its anticipated duration, and descriptions of alternate facilities or services if available. This notice will be placed at our reception desk and where necessary within the office area.

## **Accessibility Plan**

The Company will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five (5) years, and will be posted on the company's website. Upon request, the Company will provide a copy of the Accessibility Plan in an accessible format.

## **Training Employees and Volunteers**

The Company will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities, to employees, volunteers and others who deal with the public. Training will include:

- An overview of the *Accessibility for Ontario with Disability Act, 2011* and the requirements of the customer service standard.
- The Company's policy related to the Customer Service Standard
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the assistive devices available on the premises, if any, that may assist with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing goods and services at the company's Toronto office in any area or department.

The training will be appropriate to the duties of the employees, volunteers and other persons.

Employees will be trained when changes are made to the accessibility policy. New employees will be trained during employee orientation or as soon as practicable. The Company will keep a record of the training it provides.

## **Self-Service Kiosks**

The Company will have consideration for accessibility when designing, procuring or acquiring our self-serve kiosks to better serve persons with disabilities where applicable.

## **Information and Communication Standards**

The Company is committed to providing the customers and clients with publicly available information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

## Feedback

Feedback regarding the way the Company provides services to clients (and potential clients) with disabilities can be made verbally, by email, by letter or otherwise. All feedback will be directed to The Company's Human Resources department for consideration. Complaints and other feedback requiring a response will be addressed within five (5) days. Complaints will be addressed according to the Company's regular customer and client feedback procedures. Information about The Company's feedback process will be made available to the public in alternative formats upon request.

## Accessible Formats and Communication Supports

Upon request, the Company will provide, or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the persons accessibility needs due to disability.

The Company will consult with the person making the request in determining suitability of an accessible format or communication support.

The Company will also notify the public about the availability of accessible formats and communication supports.

## **Employment Standards**

### Recruitment

The Company will notify its employees and the public about the availability of accommodation for applicants with disabilities in it recruitment process.

### Recruitment, Assessment or Selection Process

The Company will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected candidate requests an accommodation, the Company will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

### Notice to Successful Applicants

When making offers of employment, the Company will notify the successful applicant of its policies for accommodating employees with disabilities.

### Informing Employees of Supports

The Company will continue to inform its employees of its policies (and any updated to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility

needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

#### Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, the Company will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, the Company will consult with the employee making the request.

#### Workplace Emergency Response Information

The Company will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if the Company is aware of the need for accommodation due to the employee's disability. The Company will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, the Company will, with the consent of the employee, provide the workplace emergency response information to the person designated by the Company to provide assistance to the employee.

The Company will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

#### Documented Individual Accommodation Plans

The Company will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

#### Return to Work Process

The Company maintains a documented return to work process for its employees who have been absent from work due to disability and who require disability-related accommodations in order to return to work and will include documented individual accommodation plans as part of the process.

The return to work process will not replace or override any other return to work process created by or under any other statute (i.e., the *Workplace Safety Insurance Act, 1997*).

## Performance Management, Career Development and Advancement & Redeployment

The Company will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

### **Questions about the policy**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

**Theresa Buset, Senior Director, Human Resources**

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