

<b>Policy:</b>	Accessibility Client Policy
<b>Effective Date:</b>	July 14 2014
<b>Date Last Reviewed:</b>	December 13 2017
<b>Scheduled Review Date:</b>	December 2018
<b>Supersedes:</b>	All previous Policies and/or Statements
<b>Approved by:</b>	Company Directors

## **PURPOSE:**

Working Media Solutions is committed to diversity, inclusion and accessibility for persons with disabilities.

## **SCOPE:**

This policy describes how Working Media Solutions works with its employees as well as how it provides its programs, goods and services in a manner that respects the dignity, independence, integration and equal opportunity of persons with disabilities.

## **POLICY STATEMENTS:**

### **Assistive devices**

Working Media Solutions permits persons with disabilities to use their personal assistive devices while on the organization's premises.

### **Communication**

Working Media Solutions is committed to communicating with persons with disabilities in ways that take into account their disability.

### **Service animals and support persons**

Working Media Solutions welcomes onto its premises service animals and support persons upon whom persons with disabilities rely. They will advise the parties as soon as possible about any costs they will incur associated with having the support person.

## **Notice of temporary disruption**

Working Media Solutions will notify persons with disabilities promptly in the event of a planned or unexpected disruption to services or facilities. This notice will be provided in accessible formats and posted in public areas.

## **Training of employees**

Working Media Solutions will provide training to all of its employees and volunteers regarding the provisions and ways to ensure accessible programs, goods, services and workplace.

Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.

## **PROCEDURE:**

To request accommodation or assistance for any program, good or service, contact Working Media Solutions by phone or email.

## **Feedback process**

Working Media Solutions encourages feedback regarding how it provides programs, goods and services to persons with disabilities. In addition to sharing your feedback in person, this can also be provided via the following methods:

By telephone at 647-792-9004, or electronically through the Contact Us section of our website at [www.workingmedia.ca/contact-us](http://www.workingmedia.ca/contact-us)

## **Modifications to this or other policies**

Working Media Solutions is committed to ensuring that its policies, practices and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity. Any policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.