

Global Public Affairs Integrated Accessibility Standards

Statement of Organizational Commitment

Approved: September 2015 | Revised:

1. Purpose

The purpose of this document is to create a statement of commitment (policy) that provides a framework within which accessibility plans and initiatives are to be created in order to move the organization towards the goal of improved accessibility for people with disabilities. Global Public Affairs (Global) endeavours to provide accessibility and accommodation as prescribed in the AODA.

The commitments in this policy are intended to ensure that accessibility remains a priority in Global's decision-making process and will serve to assist in ensuring that decisions improve accessibility and do not inadvertently create barriers.

2. Scope

This policy is applicable to all of Global's:

- Clients
- Employees
- Volunteers
- Interns
- Contractors and subcontractors engaged by Global Public Affairs
- Any other third party providing goods, services or facilities on behalf of Global

3. Definitions

"Accessible formats" may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

"Accommodation" means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

“Communication supports” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

“Communications” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

“Dignity” means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

“Equal opportunity” means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.

“Independence” means when a person is able to do things on their own without unnecessary help or interference from others.

“Information” includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.

“Integration” means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services.

“Reasonable efforts” means taking approaches that meet the required needs of the individual.

4. Commitment to serving Ontarians with Disabilities

Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, [the “Integrated Regulation”] came into force July 1, 2011. The regulation establishes accessibility standards for information and communications, employment, and transportation. Global is included in the regulation’s definition of an “obligated organization” and must comply with the phased-in requirements of the regulation beginning January 1, 2014.

- 4.1. Global is committed to working towards being compliant with all the standards under the Accessibility for Ontarians with Disabilities Act (AODA) as they are introduced and become law.
- 4.2. Global recognizes the history of discrimination against persons with disabilities in Ontario and the fundamental importance of developing, implementing and enforcing standards in a timely manner in order to achieve accessibility for Ontarians with disabilities.
- 4.3. Global is committed to the principles of independence, dignity, integration, and equality of opportunity described in the AODA and to meeting the needs of people with disabilities, in a timely manner, through the implementation of this policy.
- 4.4. Global is committed to establishing, maintaining and implementing policies as well as associated practices and procedures in the Integrated Regulation, specifically in the areas of information and communications, employment and to meet the accessibility needs of people with disabilities in a timely manner.
- 4.5. Global is committed to excellence in serving all of our clients, including people with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a manner that takes into account the person's disability.
- 4.6. Global is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to clients, employees, volunteers and members of the general public.
- 4.7. Global is committed to promoting values that support relationships between people with disabilities and the organization.
- 4.8. Global is committed to the establishment, implementation, maintenance, and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation.

- 4.9. Global is committed to the training of all employees, volunteers, persons who deal with customers and the public on Global's behalf, and persons participating in the development and approval of Global's policies, practices and procedures on the requirements under the Integrated Regulation and the Human Rights Code as it pertains to persons with disabilities.
- 4.10. Global is committed to implementing specific requirements, policies, practices and procedures, and a multi-year plan under the Standards for Information and Communication and Employment.

5. Responsibility

The Health and Safety committee established by Global is the administrative entity responsible for the administration of this policy. It is the responsibility of this committee to ensure the application of this policy and that the organization achieves compliance with the law and creates an environment that provides the widest feasible scope of access, which is the right or opportunity to reach, use or participate in the organization's systems, facilities and services.

- The CEO, Chief Operating Officer, Vice-Presidents, immediate Practice Group Managers, and General Managers are responsible for ensuring that all employees follow the guidelines set out in this policy.
- Each Chief Operating Officer, Vice-President, immediate Practice Group Manager, and General Managers are responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, the Human Rights Code and all related policies, practices and procedures.
- All employees, volunteers, interns, contractors and subcontractors, any other person acting on behalf of Global, and persons involved in the creation of Global's policies are responsible for adhering to and following the commitments set out in this policy.

6. Procedure

Global, through Office Management, the Chief Operating Officer, and the Vice President of Finance will monitor and evaluate accessibility initiatives and changes to applicable legislation and/or regulations. Changes to policies, plans and initiatives will be incorporated as required. Global will also report on performance in relation to established accessibility goals and targets.

If you have questions on this policy, want to provide feedback or have a complaint, contact us at globalpublic@globalpublic.com or #613-783-6084-you will be directed to Office Management.

This policy, related policies and the Global Public Affairs's Multi-Year Accessibility Plan Outline our strategies and actions to prevent and remove barriers to accessibility and to meet the requirements under the AODA and its Regulations.

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