



Ipsos Accessibility Policy

This accessibility plan outlines the policies and actions that Ipsos will put in place to improve opportunities for people with disabilities.

Intent

This policy is intended to meet the requirement of the Accessibility Standards for Client Service, Ontario Regulation under the Accessibility for Ontarians with Disabilities Act.

Statement of Commitment

Ipsos is committed to ensuring equal access and participation for people with disabilities. Ipsos 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 people 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.

Definitions

- **Assistive device**

Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that clients bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

- **Disability**

The term disability as defined by the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code refers to;

- any degree of physical disability, infirmity, any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

- **Guide Dog**

Is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.



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- **Service Animal**

As reflected in *Ontario Regulation 429/07*, a service animal is an animal for a person with a disability if: it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

- **Service Dog**

As reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if: it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

- **Support Person**

As reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

General Principles

In accordance with the *Accessibility Standards for Client Service, Ontario Regulation 429/07*, this policy addresses the following:

- The Provision of Goods and Services to Persons with Disabilities;
- The Use of Assistive Devices
- The Use of Guide Dogs, Service Animals and Service Dogs
- The Use of Support Persons
- Notice of Service Disruptions
- Employee Emergency Accessibility Procedure
- Training
- Employment Practices
- Feedback Process
- Notice of Availability and Format of Required Documents

Accessibility Policies

Providing Goods & Services to People with Disabilities

Ipsos is committed to excellence in serving all visitors and clients including people with disabilities.

Ipsos will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity and will ensure all clients receive the same value and quality.

Ipsos will make reasonable accommodations and use alternative methods when possible to ensure clients with disabilities have access to the same services, in the same place and in a similar manner, taking into account



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individual needs when providing goods and services. This includes communicating in a manner that takes into account the client's disability.

Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Ipsos.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the client.

Guide Dogs, Service Animals and Service Dogs

A client with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No Pet" policies do not apply to guide dogs, service animals and/or service dogs.

Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law Ipsos will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the client for reasons relating to his or her disability, Ipsos may request verification from the client.

Verification may include:

- a letter from a physician confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal:

The client that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Ipsos will make all reasonable efforts to meet the needs of all individuals.

Support Persons

If a client with a disability is accompanied by a support person, Ipsos will ensure that both persons are allowed to enter the premises together and that the client is not prevented from having access to the support person. In



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situations where confidential information might be discussed, consent will be obtained from the client, prior to any conversation where confidential information might be discussed.

Notice of Disruptions in Service

Ipsos is committed to providing our employees and clients with publicly available emergency information in an accessible way upon request.

In the event of a planned disruption to Ipsos' services or facilities reasonable efforts will be made to provide advance notice to visitors or clients with disabilities. We will also provide employees with disabilities with individualized emergency response information when necessary

In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include, posted notice of temporary disruptions, contacting clients with appointments, verbal notification when appointments are being made and by any other reasonable method under the circumstances.

Posted notices of temporary disruptions will be clearly posted and will include information about the reason for the disruption, its anticipated length of time, and a description of the alternative facilities or services, if available. This notice will be placed at the sight of the disrupted facility and at reception, as appropriate.

Ipsos, or our Building Administrators, will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Employee Emergency Accessibility Procedure:

Ipsos employees in Canada needing accommodation due to a disability are encouraged to contact their local Human Resources Representative to discuss their accommodation needs. The individual along with HR, and any other relevant individuals such as Office Fire Wardens, will work together to develop and document an accommodation plan to best fit the individual's needs.

Training

Ipsos will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Ipsos will also keep a record of training, including participant's name and the date of training.

Employment Practices

Ipsos is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, Ipsos will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:



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- Candidates granted an interview, who request accommodation for a disability, will be asked to provide their preferred accessible alternative. The interviewer /recruiter will work with the candidate to provide the optimal alternative method, wherever possible.
- For example, the interviewer may provide additional interview time to accommodate the individual during the interview process.

Ipsos will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Ipsos, along with the assistance of our Benefits Provider, will develop an individualized plan depending on each accommodation and/or return to work situation. The plan will be developed and determined together by the Individual and Human Resources, and when applicable, by the individual's Doctor and our Disability Coverage Provider.

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if Ipsos is using performance management, career development and redeployment processes:

- Any employee requiring accommodation for a disability or requiring an accessible alternative to Ipsos processes will be encouraged to speak with their Manager or Human Resources to discuss accommodation and accessibility needs.
- Ipsos will provide accessible alternatives on an individual basis, depending on the needs of the individual.

Feedback Process

Ipsos encourage feedback regarding accessibility barriers and will respond accordingly to such requests and feedback. Information about the feedback process will be readily available to all clients and notice of the process will be made available on the company website.

Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Feedback can be submitted to;

Contact: Jessica Sanguinetti, Manager, Human Resources, Ipsos North America

Phone Number: 416-572-4449

Mailing Address: 160 Bloor Street East, Suite 300, Toronto, ON, M4W 1B9

Email Address: jessica.sanguinetti@ipso.com

Website: www.ipsos.ca

Individuals will receive confirmation that their feedback has been received within 48 hours of submission in the format in which the feedback has been submitted, unless an alternate method has been requested.

All feedback will be reviewed on a case by case basis and responded to accordingly.

Ipsos Employees will also be informed when changes are made to our plan.



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Notice of Availability and Format of Required Documents

Ipsos is committed to meeting the communication needs of people with disabilities.

We will consult with people with disabilities to determine their information and communication needs. If required, Ipsos will outsource select products for conversion to accessible formats such as braille, accessible audio formats, etc.

This document is available in an alternate format on request

Ce document est également disponible en français.

Referenced Documents:

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Client Service, Ontario Regulation 429/07

Ontario Human Rights Code, 1990