

STATEMENT OF POLICY and PROCEDURE			
Policy Section:	Accessibility for Ontarians with Disabilities Act	Ref No.	AS 1.00
Subject:	Accessibility for Ontarians with Disabilities Act (AODA) General Policy	Revised Date:	July 2021
Applicable to:	All SOCAN Employees	Original Date:	Oct. 2020

1. PURPOSE

In compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”), the purpose of this policy is to outline responsibilities of staff personnel (employees, volunteers and other third parties) on behalf of the Society of Composers, Authors and Music Publishers of Canada (SOCAN) in providing goods, services and opportunities to people with disabilities.

2. SCOPE

This policy applies to all staff personnel (employees, volunteers and other third parties).

3. POLICY

3.1 Our commitment SOCAN strives at all times to provide its services and opportunities in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to benefit from the same services and opportunities, in the same place and in a similar way as others.

3.2 Providing goods, services and opportunities to people with disabilities SOCAN is committed to excellence in serving all, including people with disabilities. This commitment is demonstrated in the areas of:

3.2.1 Communication

We communicate with people with disabilities in ways that take into account their disability. We train staff personnel on how to interact and communicate with people with disabilities.

We train staff personnel to communicate over the telephone in clear and plain language and to speak clearly and slowly. Our automated telephone answering system has an optional, extensive speech enabled menu. We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We ensure that our staff is trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods, services or opportunities.

3.2.2 Telephone services

We train staff personnel to communicate over the telephone in clear and plain language and to speak clearly and slowly. Our automated telephone answering system has an optional, extensive speech enabled menu

3.2.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We ensure that our staff is trained and familiar with various assistive devices that may be used by people with disabilities while accessing our goods, services or opportunities.

3.2.2 Billing

We are committed to providing accessible invoices to Licensee’s and statements to all members. Invoices will be provided in alternative format upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

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3.2.5 Use of service animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will also ensure that all staff personnel are properly trained in how to interact with people with disabilities who are accompanied by a service animal. Every effort will be made to ensure that any offsite event venues are compliant with SOCAN's commitment regarding service animals.

3.2.6 Support persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter SOCAN's premises or offsite event venues with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises or premises operated by SOCAN for event purposes.

Please refer to our Customer Service Policy for more information on the above.

3.2.7 Employment

We are committed to welcoming people with disabilities with respect to recruitment, employment, training, career development and career progression and have formulated policies relating to the same.

3.2.8 Facilities

We are committed to ensuring that our premises and related services are welcoming and accessible to people with disabilities. As appropriate, we are willing to provide necessary alterations to our facilities to accommodate people with disabilities. Notice of temporary disruption SOCAN will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available

3.3 Multi-Year Accessibility Plan

SOCAN has developed and will maintain a Multi-Year Accessibility Plan ("Accessibility Plan") that sets out its strategy for preventing and removing accessibility barriers from its workplace. The Accessibility Plan will be reviewed and updated at least once every five years.

Please refer to the Accessibility Plan for details about how SOCAN will address the various standards implemented by the AODA.

The Accessibility Plan is posted on SOCAN's website. Upon request, SOCAN will provide a copy of the plan in an accessible format.

4. PROCEDURE:

4.1 Training for staff

SOCAN provides disability related accessibility training to all staff personnel. Training is developed and delivered in various formats.

Training includes the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the integrated standards and Human Rights Code, as it pertains to persons with disability.

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- Requirements under 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 learn about the use of various assistive devices.
- What to do if a person with a disability is having difficulty in accessing SOCAN's goods and services.
- SOCAN's policies, practices and procedures relating to the integrated standards.

Staff personnel will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

4.2 Modifications to this or other policies All SOCAN policies and procedures will be developed or updated so as to respect and promote the dignity and independence of persons with disabilities.

4.3 Feedback process

The ultimate goal of SOCAN is to meet and exceed expectations of people with disabilities. Comments regarding how well those expectations are being met are welcomed and appreciated. Please complete the [Customer Feedback Form](#), save it, and email the form to HR@socan.com. If you have questions, call our Human Resources at 416-445-8700 or by email to hr@socan.com. All feedback is directed to Human Resources and responses will follow within five business days.

4.4 Questions about this Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy or if the purpose of the policy is not understood, please contact us by e-mail:
By E-mail: hr@socan.com

Accessible formats of this document are available upon request, please contact us using the contact information noted above.

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