



## Sony Music Entertainment Canada Inc. (“Sony Music”) AODA - Integrated Accessibility Standards Regulation (IASR) Customer Service Policy

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In accordance with the Customer Service Standards, this policy addresses the following:

- A. Providing Goods and Services to Persons with Disabilities
- B. Communicating with Persons with Disabilities
- C. The Use of Assistive Devices
- D. The Use of Guide Dogs, Service Animals and Service Dogs
- E. The Use of Support Persons
- F. Notice of Disruption of Services or Facilities
- G. Customer Feedback
- H. Training
- I. Notice of Availability and Format of Required Documents

### A. Providing Goods and Services to Persons with Disabilities

Sony Music Entertainment Canada Inc. (Sony Music) is committed to delivering services that are accessible to everyone, including people with disabilities.

*Disability* – The term disability as defined by the Accessibility for Ontarians with Disabilities Act (AODA), 2005, and the Ontario Human Rights Code, refers to:

- 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.

Sony Music 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.

- **Dignity** – provide service in a way that allows the person with a disability to maintain self-respect and the respect of other people.
- **Independence** – a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
- **Integration** – provide service in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless a different way is necessary to enable them to access goods, services or facilities.
- **Equal opportunity** – provide service to a person with a disability in such a way that they have an equal opportunity to access your goods, services or facilities as what is given to others.



Sony Music is committed to complying with both the *Ontario Human Rights Code* and the *AODA* and understands that obligations under the *AODA* and its accessibility standards do not substitute or limit its obligations under the *Ontario Human Rights Code* or obligations to people with disabilities under any other law.

## **B. Communicating with Persons with Disabilities**

We will communicate with people with disabilities in ways that take into account their disability and determine what method of communication works for them while ensuring any new or updated technology platforms meet *Web Content Accessibility Guidelines (WCAG) 2.0* to allow access for persons with disabilities through assistive devices.

## **C. The Use of Assistive Devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

*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 customers 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.

*In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.*

## **D. The Use of Guide Dogs, Service Animals and Service Dogs**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

*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.

*Service Animal* – an animal is a service animal for a person with a disability if:

1. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. the person provides documentation from a regulated health professionals 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.



When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

Regulated health professional is defined as a member of one of the following colleges:

- *College of Audiologists and Speech-Language Pathologists of Ontario*
- *College of Chiropractors of Ontario*
- *College of Nurses of Ontario*
- *College of Occupational Therapists of Ontario*
- *College of Optometrists of Ontario*
- *College of Physicians and Surgeons of Ontario*
- *College of Physiotherapists of Ontario*
- *College of Psychologists of Ontario*
- *College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario*

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

#### **E. The Use of Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Support Person – *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.*

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

In certain cases, Sony Music might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Sony Music will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Admission Fees - *Where Sony Music Inc. requires a support person to accompany a person with a disability, and where the person with a disability has agreed to the accompaniment, Sony Music Inc. will not charge the support persons any fees or fares.*



## **F. Notice of Disruption of Services or Facilities**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Sony Music. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Sony Music's goods, services or facilities, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

When disruptions occur Sony Music will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Sony Music's website or telephone system;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

## **G. Customer Feedback**

Sony Music welcomes feedback from the public or customers regarding Sony Music's delivery of services as it may identify areas that require change and encourage continuous improvements. Such feedback may be given in writing in electronic format or hard copy.

*Communication can be sent to:*

*Sony Music Entertainment Canada Inc.*

*150 Ferrand Drive Suite 300*

*Toronto, Ontario*

*M3C 3E5*

*Attention: AODA officer*

*AODAofficer@sonymusic.com*

Sony Music will use its best efforts to respond to such feedback within 2 weeks of receipt, allowing additional time for postal delivery if this is the chosen method of communication.

## **H. Training**

Sony Music will provide accessible customer service training to employees who:

- deal directly with members of the public either in person, on the telephone or through social media; or
- participate in developing Sony Music's policies, procedures governing the provision of services to members of the public or other third parties



Newly employees who meet the criteria above will be trained on Accessible Customer Service within 45 days of being hired.

Such training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* (Ontario) and the requirements of the customer service standard;
- Sony Music's policies and accessible customer service;
- How to Interact and communicate with people with various disabilities and those who use an assistive device or require the assistance of a guide dog, service animal, service dog or a support person.
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Sony Music Inc.'s policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

#### Training Schedule

Sony Music will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractors during orientation. Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

#### Record of Training

Sony Music Inc. will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

#### **I. Notice of Availability and Format of Documents**

Sony Music shall notify customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Sony Music, Sony Music website and/or any other reasonable method.

#### **Administration**

If you have any questions or concerns about this policy or its related procedures please contact:

Sony Music Entertainment Canada Inc.  
150 Ferrand Drive Suite 300  
Toronto, Ontario  
M3C 3E5  
[AODAofficer@sonymusic.com](mailto:AODAofficer@sonymusic.com)

This policy and its related procedures will be reviewed as required in the event of legislative changes, or changes to company procedures.