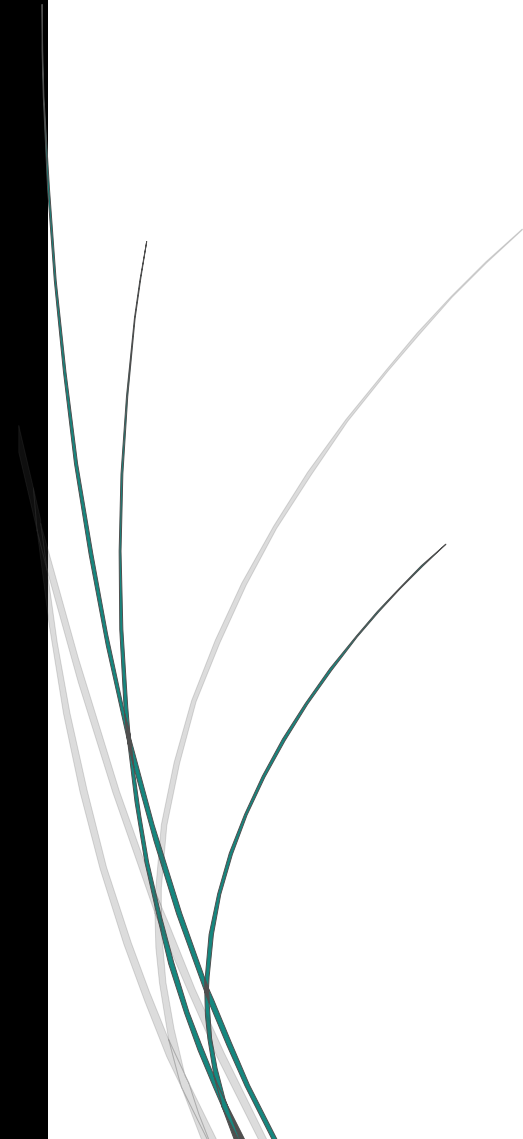




Dynamic Events

Policies, Practices & Procedures



CUSTOMER SERVICE COMMITMENT

Dynamic Eventz is dedicated to offering and providing equal and inclusive event planning and event management services and rentals. Dynamic Eventz is committed to creating positive, equal and inclusive public events for all audiences in Greater Sudbury and surrounding areas. Dynamic Eventz commits to continually improve the policies, practices and procedures that guide community engagement and the quality of service that is offered.



ACCESSIBLE CUSTOMER SERVICE POLICY

Dynamic Eventz is committed to excellence in serving all customers including people with disabilities. Dynamic Eventz is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

ACCOMMODATION RESPONSIBILITIES

While providing services to the public and offering volunteer positions, Dynamic Eventz recognizes that patrons and volunteers could include people with disabilities. As such, responsibilities to accessing and providing accommodations will be upheld as follows:

The person with a disability should:

- ◆ Tell your employer, union, landlord or service provider what your disability-related needs are related to your job duties, tenancy or the services being provided
- ◆ Provide supporting information about your disability-related needs, including medical or other expert opinions where needed
- ◆ Take part in looking at possible accommodation solutions.

As an employer, union, landlord or service provider:

- ◆ Accept requests for accommodation from employees, tenants, and clients in good faith
- ◆ Ask only for information that you need to provide the accommodation. For example, you would need to know that an employee's loss of vision prevents them from using printed material, but you do not need to know they have diabetes
- ◆ Take an active role in looking at accommodation solutions that meet individual needs
- ◆ Deal with accommodation requests as quickly as possible, even if it means creating a temporary solution while you develop a long-term one
- ◆ Respect the dignity of the person asking for accommodation, and keep information confidential
- ◆ Cover the costs of accommodations, including any needed medical or other expert opinion or documents.

For more information, contact Dynamic Eventz, or consult the Ontario Human Rights Commission's (OHRC) *Policy and Guidelines on Disability and the Duty to Accommodate, Human Rights at Work*, as well as other policies, guidelines, reports and submissions that address disability issues in the areas of education, restaurants, the *Building Code*, public transit and older persons. These are all available on the OHRC's website at www.ohrc.on.ca.

ASSISTIVE DEVICES

We will ensure that our staff and volunteers are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services. We will train our staff and volunteers about what the kinds of assistive devices that we commonly see being used by the audience that attend our public events.

COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability, and the principles of accessibility.

SERVICE ANIMALS

We welcome people with disabilities and their service animals to all of our public events. Service animals are allowed on the parts of our event venue premises that are open to the public, as we book our venues accordingly.

SUPPORT PERSONS

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them to our events, or to any consultations to secure our services.

- Fees will not be charged for support persons
- or
- \$2 will be charged to the support person for admission to Dynamic Eventz' public events. This is the cost that Dynamic Eventz has vouched to donate to public non-for-profit organizations for each attendee to public events. Alternative arrangements will be available if this cost is not feasible.

We will notify customers of this by posting a notice in the following location(s):

Online on: Websites, event listings, public forums and public bulletin boards

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Dynamic Eventz will notify customers promptly. This clearly posted notice will include

information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

- Event planning services
- Photo booth rentals
- Candy buffet rentals

The notice will be made publicly available at the following locations:

- Online
- On public bulletins (when applicable)
- Be made in person (when applicable)

TRAINING

Dynamic Eventz will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

- Volunteers for public events
- Staff hired to work Photo Booth or Candy Buffet rental events
- Management

Staff will be trained on Accessible Customer Service within 14 days after being hired.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, (AODA) 2005* and the requirements of the customer service standard
- Dynamic Eventz' policy related to 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 use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include:
Text-to-Voice apps, Voice-to-Text apps

- What to do if a person with a disability is having difficulty in accessing Dynamic Eventz' goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

FEEDBACK PROCESS

Customers who wish to provide feedback on the way Dynamic Eventz provides goods and services to people with disabilities can provide feedback in the following way(s):

- Online, over the phone, in person, or in comment boxes at public events that we hold
- www.dynamiceventz.ca | 705-626-4666 or 705-822-4627

All feedback, including complaints, will be handled in the following manner:

All feedback, including complaints, will be valued and considered in a timely manner. All considerations and recommendations for changes to service and business practices will be considered without bias. Dynamic Eventz values the feedback of all varieties and takes each opportunity to improve seriously.

- Customers can expect to hear back in 3 days when response is required.


NOTICE OF AVAILABILITY

Dynamic Eventz will notify the public that our documents related to accessible customer service are available upon request by posting a notice in the following location(s):


Online at www.dynamiceventz.ca , www.sudburypetexpo.ca and www.sudburybridalshow.ca ; Social media websites related to those web addresses, and they will be available in hard copy and shared with clients during initial meetings.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy, practice or procedure of Dynamic Eventz that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

 Dynamic Eventz
Lively, ON
P3Y 1M6

 sudburydynamiceventz@gmail.com

 705-822-4267
705-626-4666

ACCESSIBILITY PLAN

INTRODUCTION

Dynamic Eventz is a privately owned business that provides services to the public. As such, we have determined it to be our best course of action for individuals and our community if we were to bring our business up to par with AODA standards. We do not have employees, and are not therefore legally required to implement such policies and mandates that other businesses are required to implement to ensure the continued progressive implementation of AODA standards and guidelines. We, the owners of Dynamic Eventz, recognize our responsibility as co-citizens in this community to implement and uphold policies and practices that are as inclusive as possible.

STATEMENT OF COMMITMENT

Dynamic Eventz strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. Our business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps Dynamic Eventz is taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how Dynamic Eventz will play its role in making Ontario an accessible province for all Ontarians.

PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS

Dynamic Eventz was established in 2012, as has been in business for four years. Dynamic Eventz has therefore not had a lot of experience in the customer service field in Sudbury, but has had some experience and have been able to identify and resolve a number of barriers, as well as prevent them in the future. Dynamic Eventz is committed to continued efforts of the identification, removal and prevention of barriers to accessibility.

CUSTOMER SERVICE

Dynamic Eventz has been in compliance with the Customer Service Standard to the best of its ability up to this point, and have created detailed plans to guide future progress and compliance. Customer feedback was submitted electronically, in person, through the completion of paper surveys, and over the phone. Dynamic Eventz has acted on the feedback received by adjusting the hours of their events, and being mindful of accessibility when choosing venues for public events.

INFORMATION AND COMMUNICATIONS

Dynamic Eventz has been working diligently to provide information about services in a variety of ways on a number of media platforms: digital, print, word of mouth, and audio. We have used

image advertisements, advertisements comprised of words only, and combinations of words and images in all varieties of ads (with the exception of audio due to its implicit limitations).

EMPLOYMENT

Dynamic Eventz does not currently have employees but has begun compiling training materials. Both owners remain informed about standards regardless of the number of employees the company has.

STRATEGIES AND ACTIONS

Dynamic Eventz is dedicated to meeting the AODA standards as set out to be achieved by 2021. In order to accomplish this, Dynamic Eventz will strive to identify potential barriers to the provision of services in an inclusive and equal way to persons with disability. Dynamic Eventz has identified and removed a number of barriers related to information and communications, as well as customer service. In relation to those barriers Dynamic Eventz has incorporated procedures for customer service and information and communications that will address them, such as training and increasing awareness and increasing variety in media advertisements and materials available during meetings with clients.

CUSTOMER SERVICE

Dynamic Eventz is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others. Dynamic Eventz will continue to train new staff and/or volunteers within one week before their time working with the public on behalf of our company.

INFORMATION AND COMMUNICATIONS

Dynamic Eventz is committed to making information and communications accessible to people with disabilities. Dynamic Eventz has been and will continue to be committed to efforts to improve all types of communication efforts from web to in person materials for meetings (brining paper documents or USBs with electronic documents for ease of access per client).

EMPLOYMENT

Dynamic Eventz is committed to fair and accessible employment practices.

FOR MORE INFORMATION

For more information on this Accessibility Plan, please contact:

Rebecca of Dynamic Eventz at 705-822-4267, or by email at sudburydynamiceventz@gmail.com
www.dynamiceventz.ca.

SEXUAL HARASSMENT POLICY

Dynamic Eventz holds the position that sexual harassment is a form of misconduct that undermines the integrity of the employment/volunteer relationship. All employees have the right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive, including sexual harassment. Anyone engaging in harassing conduct will be subject to discipline, ranging from a warning to termination.

DEFINITION

Dynamic Eventz has adopted, and its policy is based on, the definition of sexual harassment set forth by the Ontario Human Rights Commission (OHRC). The OHRC defines sexual harassment as engaging in a course of vexatious comment or conduct that is known or ought to be known to be unwelcome. In some cases, one incident can be serious enough to be sexual harassment.

Sexual harassment can include (but is not limited to including):

- asking for sex in exchange for something, demanding hugs
- bragging about sexual ability
- bullying based on sex or gender
- making unnecessary physical contact, including unwanted touching
- submission to such conduct is made either explicitly or implicitly a term or condition of your employment/volunteer
- submission to or rejection of such conduct by you is used as the basis for employment/volunteer decisions affecting you
- such conduct has the purpose or effect of unreasonably interfering with your work performance or creating an intimidating, hostile or offensive working environment

EMPLOYER'S RESPONSIBILITY

Dynamic Eventz wants you to have a work environment free of sexual harassment by management personnel, by your coworkers and by others with whom you must interact in the course of your work as a Dynamic Eventz employee. Sexual harassment is specifically prohibited as unlawful and as a violation of Dynamic Eventz' policy. Dynamic Eventz is responsible for preventing sexual harassment in the workplace, for taking immediate corrective action to stop sexual harassment in the workplace and for promptly investigating any allegation of work-related sexual harassment.

COMPLAINT PROCEDURE

If you experience or witness sexual harassment in the workplace, report it immediately to any member of Dynamic Eventz' management or ownership. All allegations of sexual harassment will be quickly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of that investigation. Depending on the

complexity of the investigation, you should be contacted within one month about the status of your complaint and whether action is being taken.

RETALIATION PROHIBITED

Dynamic Eventz will permit no employment/volunteer-based retaliation against anyone who brings a complaint of sexual harassment or who speaks as a witness in the investigation of a complaint of sexual harassment.

WRITTEN POLICY

You will receive a copy of Dynamic Eventz' sexual harassment policy when you begin working for Dynamic Eventz. If at any time you would like another copy of that policy, please contact any member of Dynamic Eventz' management or ownership. If Dynamic Eventz should amend or modify its sexual harassment policy, you will receive an individual copy of the amended or modified policy.

PENALTIES

Sexual harassment will not be tolerated at Dynamic Eventz. If an investigation of any allegation of sexual harassment shows that harassing behavior has taken place, the harasser will be subject to disciplinary action, up to and including dismissal.

HARASSMENT INVESTIGATION GUIDE

GETTING THE EMPLOYEE TO DESCRIBE THE CLAIM:

- Listen to the charge. Don't make comments like, "You're overreacting."
- Acknowledge that bringing a harassment complaint is a difficult thing to do.
- Maintain a professional attitude.
- Gather the facts; don't be judgmental.
- Ask who, what, when, where, why, and how. Find out if the employee is afraid of retaliation. How does the employee want the problem resolved?

CONDUCTING AN INVESTIGATION OF THE CLAIM—GENERAL RULES TO FOLLOW:

- Investigate immediately. Delaying or extending an investigation can make witness testimony increasingly unreliable.
- Remember that the manner in which the investigation is handled can itself furnish grounds

for a hostile environment claim, so carefully document every step.

- Treat all claims seriously—even those that seem frivolous—until you have reason to do otherwise.
- Keep the investigation confidential. Emphasize to those involved that your discussions are not to be shared with unconcerned parties. Warn of possible disciplinary action, if necessary.
- Limit the number of persons who have access to the information. Communicate strictly on a “need to know” basis.
- Ask questions so that information is not unnecessarily disclosed. For example, instead of asking, “Did you see Paul touch Joan?” ask “Have you seen anyone touch Joan at work in a way that made her uncomfortable?” Remember—the purpose of the investigation is to gather facts, not disseminate allegations.
- If there is more than one allegation, treat each separately.
- To avoid defamation liability, never broadcast the facts of a given situation or the results as an example to others or as a training tool.

INTERVIEWING THE COMPLAINANT (CAN BE DONE WHEN EMPLOYEE FIRST REPORTS CHARGE):

- Get specific details.
- Find out whether there was a pattern of previous episodes or similar behavior toward another employee.
- Get the specific context in which the conduct occurred. Where? What time?
- Determine the effect of the conduct on the complainant. Was it economic, non-economic and/or psychological?
- Determine the time relationship between the occurrence of the conduct, its effect on the complainant, and the time when the complainant made the report.
- Prepare a detailed chronology.
- Analyze whether there might have been certain events that triggered the complaint, *i.e.*, promotion, pay or transfer denial.
- Determine whether there were any possible motives on the part of the complainant.
- Find out what the complainant wants.
- Explain to the complainant that the charges are serious, that you will conduct a thorough investigation before reaching any conclusion, and that he or she will not be retaliated against for making the complaint.
- Don't make any statements about the accused employee's character, job performance, or family life.

INTERVIEWING THE ACCUSED:

- Obtain a statement from the accused.

- Identify the relationship of the accused to the complainant.
- Was there any prior consensual relationship between the parties? How long have they known each other? Is there a history of group or individual socializing?
- If the individual was a supervisor, indicate the individual's job title, obtain a copy of the individual's job description, and determine the individual's specific duties at the time of the alleged harassment.
- Determine whether the accused directed, or had responsibility for the work of other employees or the complainant, had authority to recommend employment/volunteer decisions affecting others or was responsible for the maintenance or administration of the records of others.
- You can expect the accused to deny the charges. Observe the reaction. Note whether there is surprise, anger, or disbelief. Describe the details of the allegation and note the areas of disagreement between the testimony of both parties. If the accused denies the allegations, probe further to determine with the accused the background, reasons, and motivation that could possibly trigger the complaint.

INTERVIEWING WITNESSES:

- Obtain statements from any witnesses who support or deny any of the complainant's allegations. Be aware that witnesses are often reluctant to come forward out of fear of reprisal.
- Assure all witnesses that their cooperation is important, that their testimony is confidential and that they will not be retaliated against for testifying.

RESOLVING THE COMPLAINT:

- Apologize for the incident occurring, *if that is appropriate*.
- When attempting to remedy the conduct, avoid requiring the claimant to work less desirable hours or in a less desirable location. If you offer to transfer the complainant, try to get the complainant's consent and make sure the transfer position is substantially similar to the complainant's prior position. This helps ensure that the complainant is not being illegally punished for reporting discrimination or harassment.
- Consider the severity, frequency and pervasiveness of the conduct when imposing discipline on the harasser. There are several disciplinary options available, including:
 - oral and written warning
 - reprimand
 - suspension
 - probation
 - transfer
 - demotion
 - discharge

- ❑ When imposing discipline on the accused, any forms of discipline short of discharge should be accompanied by a warning that similar misconduct in the future may result in immediate discharge. If no discipline is imposed, document the reasons why.
 - ❑ Provide remedial counseling and training on sexual harassment, if appropriate. Also take the opportunity to re-communicate your policy.
 - ❑ Carefully and fully document the investigation, the discipline imposed, and any remedial steps taken.
 - ❑ Conduct follow-up interviews with the parties to inform them of the company's actions.
-

POLICY ON VIOLENCE

Dynamic Eventz has a ZERO TOLERANCE policy when it comes to violence.

REPORTING VIOLENCE

It is everyone's business to prevent violence. You can help by reporting what you see in the workplace that could indicate that a co-worker, co-volunteer or member of the public is in trouble. You are encouraged to report any incident that may involve a violation of any of the company's policies that are designed to provide a comfortable workplace environment. Concerns may be presented to any member of Dynamic Eventz' ownership (Victoria and/or Rebecca).

All reports will be investigated and information will be kept confidential.

ZERO TOLERANCE

Dynamic Eventz has a policy of zero tolerance for violence. If you engage in any violence in the workplace, or on the job as an employee or a volunteer, or threaten violence in the workplace or on the job as an employee or a volunteer, your employment/volunteerism will be terminated immediately for cause. No talk of violence or joking about violence will be tolerated.

"Violence" includes physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing weapons, and threatening or talking of engaging in those activities. It is the intent of this policy to ensure that everyone associated with this business, including employees and customers, never feels threatened by any employee's actions or conduct.

PUBLIC EVENTS FAIRNESS AND CONSISTENCY POLICY

SHARING BOOTH SPACE

The sharing of booth space is strictly prohibited. Exhibit space will be allocated by Dynamic Eventz. Dynamic Eventz reserves the right to relocate space of exhibits which may be affected by a change in the floor plan, or in the interest of optimum traffic control and exhibit exposure. Dynamic Eventz cannot be held liable if competitive exhibitors are adjacent to each other but, efforts will be made to allocate space on a fair basis to all exhibitors.

The Exhibitor shall not assign, sublet or apportion the whole or any part of the space allocated by Dynamic Eventz to another Exhibitor without obtaining the written consent of Dynamic Eventz and payment of all fees and amounts in connection therewith.

TEARING DOWN DISPLAYS

No Exhibitor shall disassemble or remove any part of their display before the end of the show. For the guests it can appear unwelcoming, and can be disruptive to the goings-on of the event. All exhibits must be removed from the exhibit hall following the end of the event during the time allotted. Tear down times are established and distributed in advance of the event date. Dynamic Eventz will remove any materials remaining after the cut-off time at Exhibitor's expense.

RESERVING SPACE

Dynamic Eventz reserves space for Exhibitors upon the receipt of a signed Exhibitor Kit/Contract and a 50% deposit. Deposits are non-refundable.

LIABILITY & INSURANCE/ EXHIBITOR/VENDOR BOOTH & KIOSK LIABILITY

Dynamic Eventz shall not under any circumstances whatsoever be liable or responsible for (a) any loss, damage, theft, destruction whatsoever or howsoever caused to any goods, equipment, or any other property belonging to the Exhibitor or for which the Exhibitor is responsible, (b) any damage or injury suffered by the Exhibitor or their employees, brokers or agents or by any person(s), any loss, damage, expense or cost whatsoever suffered by the Exhibition, or the abandonment thereof. The Exhibitor exhibits entirely at their own risk they are strongly advised to cover against the risk of loss, or damage, however caused to his property or person to the property or person of his employee and agents, it is recommended that Exhibitors have proper insurance coverage. In the event that the Exhibitor does not have the proper coverage and is faced with a situation wherein they are held liable, they will still be held liable in full. If Dynamic Eventz should be prevented from holding the show by any cause beyond its control or if it cannot permit the Exhibitor to occupy their rented space due to circumstances beyond its control including, but not limited to, strike, fire, civil disobedience, inclement weather, lockouts, acts to God, then Dynamic Eventz shall in no way whatsoever be liable to the Exhibitor, other than to return such

portion of any amounts paid as may be determined to be equitable by Dynamic Eventz in its sole opinion. Dynamic Eventz works constantly and diligently to conduct risk-assessment, management and prevention.

SECURITY, SAFETY, FIRE AND HEALTH

The Exhibitor will assume all responsibility for compliance with the local, city and provincial fire, safety and health ordinances regarding installation and the operation of their exhibits. All Exhibitors are expected to bring only fire retardant table cloths.

PRIVACY POLICY

WHAT INFORMATION DO WE COLLECT?

Dynamic Eventz collects information from you when you request a quote, fill out a form, survey, submit feedback, or book a service. When registering on our site, as appropriate, you may be asked to enter your name or e-mail address. You may, however, visit our site anonymously.

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To personalize your experience your information helps us to better respond to your individual needs
- To improve our website (we continually strive to improve our website offerings based on the information and feedback we receive from you)
- To improve customer service (your information helps us to more effectively respond to your customer service requests and support needs)
- To administer a contest, promotion, survey, or other site feature
- To send periodic emails if you have opted in for email newsletters or event notifications. The email address you provide for order processing, may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc.

Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

DO WE DISCLOSE ANY INFORMATION TO OUTSIDE PARTIES?

No. Dynamic Eventz does not sell, trade, or otherwise transfer to outside parties your personally identifiable information. We may also release your information when we believe release is

appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety.

YOUR CONSENT

By using our services and/or website, you consent to our privacy policy. When you use our services, you will be notified about our policies.

CHANGES TO OUR PRIVACY POLICY

If we decide to change our privacy policy, we will post those changes on this page, and/or update the Privacy Policy modification date below.

This policy was last modified on August 10, 2016

If you have any additional questions or concerns about this Policy, please feel free to contact us any time using the information below.



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