



55 Mill Street
Case Goods Building(74) #304
Toronto, ON, M5A 3C4
416 204 1082
contact@danceontario.ca www.danceontario.ca

Accessible Customer Service Plan Providing Goods and Services to People with Disabilities

Dance Ontario Association is committed to excellence in serving all customers including people with disabilities.

I. Accessibility Policy

Dance Ontario Association adopts the Goals of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA):

1. Equal access and participation for all Ontarians
2. To eliminate inaccessible environments

Definitions:

A disability can be physical (lifelong or a temporary injury), mental or a learning disability.

AODA Section 2. In this Act, "disability" means,

- (a) 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,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*;

The definition includes all natures and ranges of physical and mental impairment, including temporary impairments. The term "persons with disabilities" will be adopted, to represent a diversity of impairments. In providing customer service to a person with disabilities one should say, "May I help you?" or "How can I help?"

The Dance Ontario Association **Accessible Customer Service Plan** upholds the four principles of accessibility:

1. Independence
2. Dignity
3. Integration
4. Equality of Opportunity

Dance Ontario rents theatre space and, therefore, barriers to accessibility need to be anticipated, negotiated with theatre operators, and, where possible, addressed, identified and/or removed, including but not limited to:

1. Architectural barriers
2. Information/Communication barriers
3. Systemic barriers
4. Technological barriers
5. Attitudinal barriers

II. Vulnerable-sector Screening Policy and Set of Procedures

Vulnerable-sector screening policy

Dance Ontario will ensure that staff or artists who deliver educational workshops in schools have successfully completed Police Reference Check Programs in their home city.

Assistive devices

We will ensure that Dance Ontario staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing performances or educational workshops. Front of house and box office staff are provided by the venue operators and function under those organization's procedures.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

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. Venue operators function under their own procedures.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them to a Dance Ontario performance or educational workshop. The student/senior admission price will be charged to a support person. We will notify customers of this through the box office staff or education manager.

Notice of temporary disruption

In the event of a planned or unexpected disruption to access to the venue, or wheel chair seating for customers with disabilities, Dance Ontario or the venue operator will notify customers promptly by phone or email. This notification will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training for staff

Dance Ontario will provide training to staff, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained: regular and contract staff, volunteers and board members. This training will be provided within one month of joining the organization.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Dance Ontario's plan 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
- What to do if a person with a disability is having difficulty in accessing Dance Ontario performances or educational workshops
- Staff will also be trained when changes are made to the plan.

Feedback process

Customers who wish to provide feedback on the way Dance Ontario provides goods and services to people with disabilities can contact Dance Ontario by email, fax, telephone, through facebook or surface mail. All feedback will be directed to the Executive Director. Customers can expect to hear back within 30 days. Complaints will be addressed according to Dance Ontario' regular complaint management procedures.

Modifications to this or other policies

Any policy of Dance Ontario that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.