

Dance Arts Institute

ACCESSIBILITY POLICY

Providing Goods and Services to People with Disabilities

Dance Arts Institute is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

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 in the parts of our premises that are open to the public.

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. We will notify customers of this through a notice posted near entrance(s) and or on our website. If the support person is attending a ticketed performance, the support person may purchase a ticket for the discounted price available for that presentation. As seating in our venue is by general admission, should specific seats be required to accommodate the person with disabilities and their support person, they may be reserved with at least 24 hours advance notice by contacting the office.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Dance Arts Institute 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. The notice will be posted near entrance(s) and or on our website.

Training for staff

Dance Arts Institute will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. This training will be provided to staff within a month of their start date. Training will include:

Dance Arts Institute

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the customer service standards plan.
- Dance Arts Institute's relation 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 manage requests for theatre access.
- What to do if a person with a disability is having difficulty in accessing services and information.

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

Feedback process

Customers who wish to provide feedback on the way Dance Arts Institute provides goods and services to people with disabilities can e-mail or speak with the Managing Director directly:

Managing Director
Dance Arts Institute
80 Winchester Street
Toronto, Ontario M4X 1B2
416-967-6887
michelle@danceartsinstitute.ca

All feedback will be directed to the Managing Director. Customers can expect to hear back within five business days.

Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

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

Physical access

At present, our building is not fully accessible to individuals with physical disabilities. However, we are working on rectifying this issue, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, as we plan for future capital improvements.