

Policy

Title: Accessibility for Ontarians with Disabilities Act (AODA)

Purpose

The *Accessibility for Ontarians with Disabilities Act, 2005* (“the AODA”) is a Provincial Act with the purpose of developing, implementing and mandating accessibility standards in order to achieve accessibility for persons with disabilities, with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

The objective of this policy is to identify what the equal treatment provisions of the Ontario Human Rights Code, through the AODA, require as a minimum legal standard in program design and service delivery to persons with disabilities and addresses the following:

- The provision of goods and services to persons with disabilities
- The use of assistive devices by persons with disabilities
- The use of service animals by persons with disabilities
- The use of support persons by persons with disabilities
- Notice of temporary disruptions in services and facilities
- Training
- Employment
- Public Spaces
- Customer feedback regarding the provision of goods and services to persons with disabilities
- Notice of availability and format of documents

Policy Application

This policy responds to the needs of all who require Drayton Entertainment’s programs and services. This policy applies to all employees, artists, volunteers and visitors of Drayton Entertainment, and anyone providing programs and services on behalf of Drayton Entertainment, including third party contractors.

Definitions

“*Accessible*” means obtainable, usable, readable, audible, visible, understandable, clear, able to be entered and exited, flexible, etc. To be accessible to all people, a variety of accessibility plans are necessary. Ensuring inclusive practise will ensure that all goods and services can be accessed by a larger audience.

“*Alternative Formats*” refers to alternative ways to provide goods and services. This may be through forms of communication such as speech or writing, or methods such as in person or over the phone. Other examples are large print, electronic text, Braille, sign language, interpretation, communication devices, media caption, etc.

“*Assistive Devices*” are equipment that persons with disabilities utilize to assist in their daily lives at home, work, school, etc. Such devices could be a walker, wheelchair, oxygen tank, hearing aid, etc.

“*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, 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 of disability includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.

Commitment

Drayton Entertainment is committed to providing a working and learning environment that is accessible and inclusive to all persons who attend, visit, or work at any of its locations. Drayton Entertainment is proud to be accessible at each of its seven venues and through its Customer Service Policy, is committed to providing reasonable accommodation to patrons with disabilities and communicates in a manner that takes into account the person's disability. Each Drayton Entertainment venue has dedicated seating areas to accommodate patrons with disabilities. Drayton Entertainment is also dedicated to continuous improvement and will continue to evolve its practices in this regard.

Provisions of Goods and Services to Persons with Disabilities

Drayton Entertainment strives to design and operate its theatres so that they are accessible to all persons with disabilities. Drayton Entertainment is committed to providing services in a manner that respects the dignity, independence, integration, and equal opportunity of persons with disabilities.

- a) *Dignity* – Goods and services, as well as employment opportunities, are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.
- b) *Independence* – Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.
- c) *Integration* – Persons with disabilities can access all goods and services. This may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.
- d) *Equal Opportunity* – Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others. Every individual is granted equal opportunities.

The Use of Assistive Devices by Persons with Disabilities

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Drayton Entertainment. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

Complimentary infrared headsets for the hearing impaired are available at the box office, prior to the performance.

The Use of Service Animals by Persons with Disabilities

The person with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law.

If it is not readily apparent that the animal is being used by the person for reasons relating to his or her disability, Drayton Entertainment may request verification from the person. Verification may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability
- A valid identification card signed by the Attorney General of Canada, or
- A certification of training from a recognized guide dog or service animal training school

The person that is accompanied by the guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times.

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, Drayton Entertainment will make all reasonable efforts to meet the needs of all individuals.

The Use of Support Persons by Persons with Disabilities

If a person with a disability is accompanied by a support person, Drayton Entertainment will ensure that both people are allowed to enter the premises together and that the person is not prevented from having access to the support person. Where admission fees are charged, Drayton Entertainment will waive all fees for a support person of a person with disabilities.

Drayton Entertainment currently recognizes both the CNIB Card and the Access2Entertainment Card. Patrons with disabilities presenting valid cards from one of these two programs will be provided with a complimentary ticket for their support person, if requested.

In situations where confidential information might be discussed, consent will be obtained from the person with a disability, prior to any confidential information being discussed.

Notice of Temporary Disruptions in Services and Facilities

Service disruptions may occur due to reasons that may or may not be with control or knowledge of Drayton Entertainment. In the event of planned or unexpected disruptions to services or facilities for persons with disabilities, Drayton Entertainment will notify persons with disabilities promptly.

Notifications will include:

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

This notice of temporary disruption will be posted at Drayton Entertainment box offices, administration boards, all entrances, and on the website.

Training

Training will be provided to all employees, volunteers, or other third parties that act on behalf of Drayton Entertainment. Training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disability Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - Use assistive devices
 - Require the assistance of guide dog, service dog or other service animal or,
 - Require the use of a support person
- Instructions on what to do if a person with a disability is having difficulty accessing goods or services
- Drayton Entertainment policies, procedures, and practices pertaining to providing accessible customer service to persons with disabilities.
- Volunteers excepted, a review of the requirements of the *Integrated Accessibility Standards O. Reg. 191/11*.

A record of the training will be kept for each employee, volunteer, or third party contractor.

Employment

Employees, potential hires, and the public shall be notified that accommodations can be made during the recruitment and hiring process, and throughout the full employment cycle. As per the Accommodation Plan for Employees with Disabilities, Drayton Entertainment will work with employees with disabilities to create individualized accommodation

plans and will provide customized emergency information. Drayton Entertainment's performance management processes will take into account the accessibility needs of all employees.

Drayton Entertainment is committed to equitable employment and encourages applications from all qualified candidates. Management will determine the need for additional policies, standards, and/or guidelines that address accessibility and accommodation within the workplace.

Public Spaces

Drayton Entertainment will meet accessibility laws for any newly constructed or redeveloped public spaces owned by the organization.

Customer Feedback Regarding the Provision of Goods and Services to Persons with Disabilities

Feedback about the delivery of services to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous service improvement. Such feedback may be by telephone, in person, in writing, or by delivering an electronic text via email, on diskette or otherwise. Drayton Entertainment will make best efforts to provide a response in the same format in which the feedback was received.

Where possible, feedback will be addressed immediately. Some feedback may, however, require more effort to address and may need to be reviewed before any action is taken. Drayton Entertainment will respond within 21 working days.

Feedback may be provided directly to the department concerned and/or to:

Mail:	Natasha Hopf, Human Resources & Artistic Administrator Drayton Entertainment 46 Grand Ave. S., Cambridge, Ontario Canada N1S 2L8
Phone:	519-621-5511 ext. 240
Fax:	519-620-8055
Email:	natasha@draytonentertainment.com

Notice of Availability and Format of Documents

Notification of the availability of documents related to the *Accessibility Standards for Customer Service* will be posted at all Drayton Entertainment facilities, on the website, and by any other reasonable method. When providing these documents to a person with a disability, Drayton Entertainment will endeavor to provide the document, or the information contained in the document, in a format that takes the person's disability into account.