

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

The Festival of the Sound 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 we have on site or that we provide 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 on 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.

Venues requiring a fee for a support person will provide notice in advance.

We will notify customers of this by posting a notice in the following location(s): Festival of the Sound Office and Box Office locations.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Festival of the Sound 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.

To view disruption of services notices visit www.festivalofthesound.ca

The notice will be made publicly available at the following locations: Festival of the Sound Office located at 1 Avenue Road, Parry Sound.

Accessible Customer Service Plan continued

Training

Festival of the Sound 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.

Ushers at The Charles W. Stockey Centre will be trained by the Town of Parry Sound in accordance with their Accessible Customer Service Policy. Staff will be trained on Accessible Customer Service within one week after being hired.

Training will include:

- An overview of **the Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- Festival of the Sound'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 and 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: **Charles W. Stockey Centre's hearing assistance device**
- What to do is a person with a disability is having difficulty in accessing Festival of the Sound's good 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 Festival of the Sound provides goods and services to people with disabilities can provide feedback in the following way(s):

Email: info@festivalofthesound.ca

Telephone: 705-746-2410

In person: 1 Avenue Road, Parry Sound

In writing: Festival of the Sound, P.O. Box 750 Parry Sound, ON, P2A 2Z1

Accessible Customer Feedback Form which can be found on www.festivalofthesound.ca

All feedback, including complaints, will be handled in the following manner: "A timely response will be provided."

Festival of the Sound customers can expect to hear back in 7 days.

Accessible Customer Service Plan continued

Notice of availability

Festival of the Sound 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): Festival of the Sound Office, 1 Avenue Road, Parry Sound

Modifications to this or other policies

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