



Artscape's Commitment to Accessible Customer Service

Artscape strives to provide equal treatment and deliver equitable benefit through its services, programs and facilities. We respect the dignity and independence of people with disabilities. We approach to delivering accessible customer service in the following manners:

Assistive devices

Artscape employees, volunteers and third-party contractors accommodate the use of personal assistive devices that enable a person with a disability to access our services, programs and facilities. Assistive devices include and are not limited to: GPS, mobility devices, personal oxygen tanks, mini pocket recorders and communication boards (e.g. a [Bliss board](#)).

We are committed to removing barriers to access for people with disabilities and welcome feedback about how we can improve our customer service.

Service animals

Artscape employees, volunteers and third-party contractors recognize a person's right to have her or his service animal with her or him at all times. Service animals are permitted to be with their person in all Artscape facilities.

Support persons

When a person with a disability is accompanied by a support person, Artscape employees, volunteers and third-party contractors will ensure that both persons are permitted to enter the premises. Artscape will never impede a person with a disability's access to her or his support person while on the premises.

A support person is a person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or to help with access to goods or services. The support person can be a paid support worker, volunteer, a friend or family member.

Admission fees

Artscape reserves the right to waive the admission fee to any event or function for a support person who is accompanying a person with a disability. If Artscape is charging an admission fee in connection with a support person's presence at an event or function, we will post a notice providing information in advance about the amount that is payable.

Communication

When communicating with a person with a disability, Artscape's employees, volunteers and third-party contractors are committed to doing so in a manner that is respectful and dignified.



Notice of service disruption

If there is a temporary disruption in the availability of a service, program or facility that supports access by people with disabilities (e.g., the temporary loss of elevator service or an automatic door opener), Artscape will post a notice of the reason for the disruption, the date(s) of disruption, the anticipated duration of the disruption and a description of alternative facilities or services that are available. At minimum, this notice will be posted in a conspicuous place at the affected premises and may also be posted on Artscape's websites as appropriate.

Training

Artscape is committed to ensuring that its employees and volunteers who deal with the public and its clients receive training on accessible customer service.

Third-party contractors who deliver goods and services on behalf of Artscape are required to ensure that they meet the requirements of the [Accessibility Standards for Customer Service](#).

Artscape's training plan includes information on the [Accessibility for Ontarians with Disabilities Act, 2005](#) and the requirements for [Accessibility Standards for Customer Service](#).

Managers and supervisors ensure that training records are maintained, including dates when training is provided and the number of employees who receive training.

Feedback

Public feedback may be provided in person, by telephone, in writing or by email or other electronic means. Feedback received by Artscape will be responded to, documented and tracked.

Documentation

Documentation that describes this statement and the accessibility requirements are maintained on Artscape's website and will be provided to individuals in an alternate format upon request.