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## **Orangeville Blues and Jazz Festival**

### **Providing services and facilities to people with disabilities**

Orangeville Blues and Jazz Festival is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Orangeville Blues and Jazz Festival understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Orangeville Blues and Jazz Festival is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Orangeville Blues and Jazz Festival is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### **Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

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

A specific Accessibility Staff will be on hand during the course of the Festival to provide specific assistance.

### **Communication**

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

We will work with the person with a disability to determine what method of communication works for them.

## **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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

## **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.

- Fee/fare will not be charged for support persons.

We will notify customers of this by posting a notice in all paid entrances.

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Orangeville Blues and Jazz Festival 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.

Services/Facilities include:

Elevator to the Opera House

The notice will be made publicly available in the following ways:

A sign posted at the entrance to the Opera House.

## **Training**

Orangeville Blues and Jazz Festival will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies

- anyone who provides goods, services or facilities to customers on our behalf.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Orangeville Blues and Jazz Festival's policies 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, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing Orangeville Blues and Jazz Festival's goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

### **Feedback process**

Orangeville Blues and Jazz Festival welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

Website: [orangevillebluesandjazz.ca](http://orangevillebluesandjazz.ca)

Operations Manager: [garskinn@yahoo.com](mailto:garskinn@yahoo.com)

Customers can expect to hear back in 2 days.

Orangeville Blues and Jazz Festival will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

### **Notice of availability of documents**

Orangeville Blues and Jazz Festival will notify the public that documents related to accessible customer service, are available upon request.

Orangeville Blues and Jazz Festival will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

## **Modifications to this or other policies**

Any policies of Orangeville Blues and Jazz Festival that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.