



a Dance Media Group/Groupe Danse Média publication

Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Policy

Effective: Immediately

Date Last Reviewed: September 26, 2016

Scheduled Review Date: September 2017

Approved by: Board of Directors

PURPOSE:

Dance Media Group is committed to diversity, inclusion and accessibility for persons with disabilities.

SCOPE:

This policy describes how the Dance Media Group works with its employees as well as how it provides its programs, goods and services in a manner that respects the dignity, independence, integration and equal opportunity of persons with disabilities.

POLICY STATEMENTS:

Assistive devices

Dance Media Group permits persons with disabilities to use their personal assistive devices while on Dance Media Group premises.

Communication

Dance Media Group is committed to communicating with persons with disabilities in ways that take into account their disability.

Service animals and support persons

Dance Media Group welcomes onto its premises service animals and support persons upon whom persons with disabilities rely. Dance Media Group will advise the parties as soon as possible about any costs they will incur associated with having the support person.

Notice of temporary disruption

Dance Media Group will notify persons with disabilities promptly in the event of a planned or unexpected disruption to services or facilities. This notice will be provided in accessible formats and posted in public areas.

Training of employees

Dance Media Group will provide training to all of its employees and volunteers regarding the provisions and ways to ensure accessible programs, goods, services and workplace.

Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.

PROCEDURE:

To request accommodation or assistance for any program, good or service, contact Dance Media Group by phone or email.

Feedback process

Dance Media Group encourages feedback regarding how it provides programs, goods and services to persons with disabilities. This can be provided via the following methods:

- E-mail: office@thedancecurrent.com
- Mail: Dance Media Group
401 Richmond St. W, Suite 358,
Toronto ON,
M5V3A8
- Phone: 416-588-0850 OR 1-800-891-7019

Modifications to this or other policies

Dance Media Group is committed to ensuring that its policies, practices and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity. Any Dance Media Group policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.