

Ottawa StoryTellers Accessibility Policy

November 9, 2011

Providing Services to People with Disabilities

Ottawa StoryTellers is committed to excellence in serving all members and customers including people with disabilities.

Assistive devices

We will ensure that our staff is familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

Communication

To the best of our ability, we will communicate with people with disabilities in ways that take into account their disability or seek outside assistance to ensure that communication is possible. We will make our web services accessible, or make every reasonable effort to provide alternate means of communication where necessary.

Service animals

We welcome people with disabilities and their trained and recognized service animals. Service animals are allowed on the parts of our premises and venues 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 and venues.

Fees will not be charged for support persons. We request that we be notified in advance in order to accommodate most effectively.

We will notify customers of this service on our website and appropriate support materials.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Ottawa StoryTellers 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.

The notice will be placed at the venue(s) and further information will be available via phone (613-322-8336).

Training for staff

Ottawa StoryTellers will direct and encourage employees, Board Members, volunteers and others who deal with the public or other third parties on their behalf to complete the Government of Ontario online accessibility training (<http://www.mcsc.gov.on.ca/mcsc/serve-ability/splash.html>).

Individuals in the following positions will receive further training:

Managing Artistic Director

Accessibility Officer

This training will be provided to new staff as a condition of employment, to be completed within a month of the commencement of service.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard (as contained in the online training manual)
- A copy of Ottawa StoryTellers' Accessibility Policy
- 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
- What to do if a person with a disability is having difficulty in accessing Ottawa StoryTellers' services

Staff will also be trained when changes are made to this policy.

Feedback process

Customers who wish to provide feedback on the way Ottawa StoryTellers provides services to people with disabilities may do so by

Telephone: 613-322-8336

Email: Info@ottawastorytellers.ca

Mail: 5 Beechwood Ave. PO Box 74015 Ottawa, ON K1M 2H8

All feedback will be directed to the Accessibility Officer appointed by Ottawa StoryTellers' Board. We will acknowledge receipt of feedback and make every effort to respond within seven business days.

Modifications to this or other policies

Any policy of Ottawa StoryTellers that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.