**Providing Goods and Services to People with Disabilities**

The Owen Sound Little Theatre is committed to service excellence for all customers, including those with disabilities.

**Assistive Devices**

We will ensure that our staff and volunteers 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.

The lowest posted price will be charged to the support person for admission to OSLT hosted events.

We will notify customers of this through a notice posted on our premises.

**Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, including elevator, disability doors, and assisted listening devices, OSLT will notify customers promptly. This clearly posted notice will include information about the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the main door and at the box office.

**Training**

OSLT will provide 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.

Individuals in the following positions will be trained:

Theatre Manager, Assistant Manager, Membership Coordinator, Box Office Staff, Board of Directors and Volunteers. This training will be provided during orientation.

This training will be provided to staff within 30 days of hire.

Training will include:

* An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
* OSLT’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 an assistive device or require the assistance of a service animal or support person
* How to use the elevator, disability doors, and assisted listening devices
* What to do if a person with a disability is having difficulty in accessing OSLT’s goods and services

Staff will also be trained when changes are made to our plan.

**Feedback process**

Customers who wish to provide feedback on the way OSLT provides goods and services to people with disabilities can call the theatre(519-371-2833), email [admin@roxytheatre.ca](mailto:admin@roxytheatre.ca) or speak to staff in person.

All feedback, including complaints, will be directed to the Theatre Manager. Customers can expect to hear back from OSLT within 14 days.

**Notice of availability**

OSLT will notify the public that our policies are available upon request and will post the policies on our website.

**Modifications to this or other Policies**

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