

Our Commitment

Arts Network Ottawa strives to provide excellence in serving all customers, including people with disabilities. We are committed to eliminating barriers and improving accessibility for persons with disabilities and providing goods and services in a way that respects the dignity and independence of people with disabilities. People with disabilities are given the same opportunity to access and benefit from our services, in the same place and in a similar way as other customers.

Communication

When communicating with a person who has a disability, we will do so in a manner that considers the person's disability. We will train employees who communicate with customers how to interact and communicate with people with various types of disabilities.

Telephone Services

We are committed to providing fully accessible telephone services to our customers. We will train employees to communicate over the telephone in a clear and precise language. We will offer to communicate with customers by email if telephone communication is not suitable for their needs or is not available.

Assistive Devices

We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

Service Animals

We welcome persons with disabilities who are accompanied by service animals. Service animals are allowed on the parts of our premises that are open to the public. We will ensure that all employees are trained on how to interact with people with disabilities who are accompanied by a service animal.

Support Persons

Any person with a disability who is accompanied by a support person will be allowed to enter our premises with their support. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of Temporary Disruption in Service

We will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available.

This notice will be placed at all public entrances and the point of disruption. This notice will be provided in accessible formats as required.

Training

We will provide training to all employees, contractors, volunteers and others who deal with the public or other third parties on our behalf, and to all individuals who are involved in the development and approval of the customer service policies, practices and procedures.

Training must be completed during the employee orientation process. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- How to interact and communicate 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;
- What to do if a person with a disability is having difficulty in accessing Arts Network Ottawa services; and
- Arts Network Ottawa's Customer Service Accessibility Policy (this document).

Feedback Process

Arts Network Ottawa is committed to providing excellent customer service. We welcome and appreciate feedback, questions or concerns from our customers on all issues, including the way we provide services to people with disabilities. Feedback can be provided by phone, email or by completing a feedback form; this can be directed to the attention of the Executive Director/General Manager. Feedback can also be provided by phone, email to info@artsnetottawa.ca by completing the AODA Customer Feedback Form on our website www.artsnetottawa.ca (click "Accessibility Customer Service Policy" on our home page).

If you choose to provide feedback by letter or telephone, the contact information is below:

Arts Network Ottawa
245 Centrum Blvd. Suite 260
Ottawa, ON K1E 0A1
613-580-2767

We will make reasonable efforts to address concerns or complaints immediately. Customers can expect to hear back in no more than three days.

Availability of Accessible Customer Service Documents

We shall, upon request, give a copy of this policy to any person. A copy of this document is available on our website www.artsnetottawa.ca or can be obtained at our offices. If a person with a disability requests a copy of this policy, we will provide a copy, or the information contained within the policy, in a format which considers the person's disability.

Modifications to this or other policies

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