



The Arts and Letters Club of Toronto - Accessibility Customer Service Plan ("Service Plan")

Providing Goods and Services to People with Disabilities

The Arts and Letters Club of Toronto ("the Club") is committed to excellence in serving all its' customers and members, including people with disabilities. This Service Plan is drafted in accordance with the Accessibility for Ontarians with Disabilities Act 2005 and the Regulations hereunder.

Assistive Devices:

We will ensure that our staff are trained and familiar with the various assistive devices, if available on our site, or that may be used by people with disabilities while accessing our site and our goods and services.

Communication:

We will provide in a timely manner or arrange for the provision of accessible formats and communication support for people with disabilities that take into account the person's accessibility needs due to disability.

Service Animals:

We welcome persons with disabilities and their service animals on our premises, and we shall ensure that a person may keep the animal with him or her while on our premises.

Support Persons:

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on the Club premises. Fees for meals, beverages and admission to the Club events where applicable, will be charged to the support person. These arrangements will be communicated to the support person at the time the reservation is made.

Establishment of Policies, Practices and Procedures:

The Club will establish policies, practices and procedures governing the provision of goods and services to persons with disabilities.

The Club will use reasonable efforts to ensure that its' policies, practices and procedures are consistent with the following:

---the goods and services must be provided in a manner that respects the dignity and independence of the person with disabilities;

---the provision of goods and services to persons with disabilities and others must be integrated, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods and services;

---persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods and services.

Notice of Availability of Documents:

The Club will notify the public and its' members that our policies are available on request and are included in the Club's Rules of Conduct and Employees' Manual. The notice will be given by posting the information at a conspicuous place in the Club and on the Club's website.

Modification to this or other policies:

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

Notice of Temporary Disruption:

In the event of a planned or unexpected disruption to services or facilities for persons with disabilities, for example the stair lift, elevator or accessible washrooms, we will promptly post a notice. This clearly posted notice will include information about the reason for the disruption, anticipated length of disruption and a description of alternative facilities or services, if available. The notice will be posted at a conspicuous place in the Club such as the entrance by the front door, the elevator or washroom.

Emergency Procedures:

The Club will provide emergency procedures, plans or public safety information to its members and to the public in an accessible format upon request. The Club will provide individualized workplace emergency response information to any employee with a disability if the disability is such that individualized information is necessary.

Training:

The Club will provide training to employees, volunteers and others who deal with the public or other third parties on its behalf. Training will also be provided to persons involved in the development of policies, plans and procedures governing the provision of goods or services.

Individuals in the following positions will be trained in accordance with Ontario Regulations 191/11 section 7(1) and 429/07 section 6, of the Accessibility for Ontarians with Disabilities Act 2005 ("the Act"):

All employees including managerial, supervisory, administrative and service staff. Volunteers involved in any event where the Club is open to the public (i.e. Doors Open, Nuit Blanche, Ice Wine and Dine) will receive training either on the day of or in advance of the public event. All persons, such as the Board of Directors, who participate in developing the organizations policies, practices and procedures in relation to persons with disabilities will also receive training.

The training will include:

--an overview of the Act and the requirements of the customer service standard.

--a review of the Club's Accessible Customer Service Plan.

--how to interact and communicate with persons with various types of disability.

--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 stair lift and how to deal with a temporary disruption of services.

--what to do if a person with a disability is having difficulty in accessing the Club's goods and services.

Employees will also be trained when changes are made to our Accessible Customer Service Plan. Training will also be provided on an ongoing basis in connection with changes to the various policies, practices and procedures governing the provision of goods and services to persons with disabilities.

Feedback Process:

The Club will establish a process for receiving and responding to feedback about the manner in which it provides goods and services to persons with disabilities and will make such information about the process available to the public. Customers who wish to be provided feedback on the way the Club provides goods and services to people with disabilities can communicate with the Club in person, by e-mail, verbally by phone, or in writing to the Club's General Manager. Customers can expect to receive a response within 24 hours.

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