

Accessible Standards for Customer Service Policy

Policy Statement

National Capital Suzuki School of Music (“NCSSM”) is committed to providing excellent customer service to people with disabilities in a manner that respects their dignity and that is equitable in relation to the broader public.

Purpose

The objective of this Policy is to provide guidelines for the delivery of NCSSM services to people with disabilities, in compliance with requirements of the Accessibility Standards for Customer Service, O. Reg. 429/07 made under the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, c. 11. This law establishes accessibility standards for customer service.

Principles

NCSSM will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

1. NCSSM services must be provided in a manner that respects the dignity and independence of persons with disabilities;
2. NCSSM services provided to persons with disabilities must be integrated or otherwise provided in a way that enables a person with a disability to obtain, use or benefit from the service.
3. Persons must be given an equal opportunity to benefit from NCSSM’s services.

Furthermore, NCSSM services are to be provided to people with disabilities in a manner that:

- Accommodates disability-related needs *
- Reflects the principles of dignity and independence
- Seeks to provide integrated services

*Accommodate is defined as modifying the delivery of NCSSM services to make them accessible to persons with disabilities, where feasible.

Assistive devices

NCSSM will ensure that employees and volunteers are trained and familiar with various assistive devices that may be used by people with disabilities while accessing programs and services. NCSSM employees, volunteers and third party contractors shall accommodate the use of personal assistive devices.

Communication

When communicating with a person with a disability, NCSSM employees, teachers, volunteers and third party contractors shall do so in a manner that takes into account and respects the person’s disability.

Service animals

NCSSM welcomes people with disabilities and their service animals. NCSSM employees, teachers, volunteers and third party contractors shall accommodate the use of service animals by people with disabilities who are accessing NCSSM services. This means that if a person with a disability is accompanied by a guide dog or other service animal, he or she will be permitted access the NCSSM premise with the animal and keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. If the animal is excluded by law, NCSSM will ensure that other measures are available to help the person with disability to access its services.

Support persons

Where a person with a disability accessing NCSSM services is accompanied by a support person, NCSSM employees, teachers, volunteers and third party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises. Where NCSSM charges an admission fee for an event, no admission fee will be charged in connection with a support person's presence at any event of function.

Notice of temporary disruption

In the event that there is a temporary disruption in the availability of facilities or services used by persons with disabilities (e.g., temporary loss of elevator service), NCSSM shall give notice to the public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Such notice may be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at the affected premises, other locations, as well as by other means that will ensure that the notice reaches those persons potentially affected by the temporary disruption.

Training

All employees and volunteers who deal with the public on behalf of NCSSM shall receive training on accessible customer service on an ongoing basis.

Training will be provided to new staff and volunteers within 1 month of their start date.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service Regulation
- NCSSM's accessible customer service 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;
- How to use equipment that may help with providing services to people with disabilities that are available in studios and other buildings where NCSSM regularly provides services (eg. elevator call button, front door buzzer, etc...); and

- What to do if a person with a disability is having difficulty in accessing NCSSM's services.

Staff will also be trained when changes are made to NCSSM's accessible customer service plan.

Feedback process

Feedback about how services are delivered to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback shall be collected, documented and responded to by phone at 613-569-7995, by email, info@suzukimusic.ca, in writing or in person at any NCSSM staffed location.

Documentation

Documentation that describes this Policy and each of its requirements shall be maintained on NCSSM's website (www.suzukimusic.ca), available in the Parent Handbook, and provided to individuals, upon request, in the appropriate format.

Modifications to this or other policies

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

Responsibilities

The President is responsible for reviewing this Policy annually and recommending amendments to the Board of Directors to ensure on-going compliance with regulated accessibility standards and legislated obligations.

- The President shall provide advice and direction on the implementation of this Policy.
- The Artistic Director and Assistant Manager shall ensure that they and their staff and volunteers are familiar with this Policy.