

<b>STATEMENT of POLICY and PROCEDURE</b>			
Chapter:	Human Resources	SPP No.	<b>HR 5.13</b>
Section:	Health and Safety	Issued:	Dec. 1, 2012
Subject:	<b>Accessibility for Ontarians with Disabilities Act (AODA): Customer Service Policy Statement: Providing Goods and Services to People with Disabilities</b>	Updated:	July 1, 2021
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## **1 POLICY**

- 1.01 The National Ballet of Canada is committed to excellence in serving all customers including people with disabilities.

## **2 PURPOSE**

- 2.01 The National Ballet of Canada strives to provide its services and events in a way that respects the dignity and independence of people with disabilities. It is also committed to giving people with disabilities the same opportunity to access its services and events and allowing them to benefit from the same services and events, in the same place and in a similar way as other customers.

## **3 SCOPE**

- 3.01 This Statement of Policy and Procedure applies to all employees and applies not only during working time, but to any activities on or off of company premises which could reasonably be associated with the workplace (e.g. social or fundraising events).

## **4 RESPONSIBILITY**

- 4.01 The National Ballet of Canada will carry out its functions and responsibilities in the following areas:

### **4.02 Communication**

The National Ballet of Canada will communicate with customers in a respectful and equitable manner taking into account their disabilities.

It will train staff responsible for working with customers how to communicate with and address the concerns of people with various servicing disabilities with training provided for all new hires.

### **4.03 Telephone services**

The National Ballet of Canada is committed to providing fully accessible telephone service to our customers. It will train staff to communicate with customers over the telephone in clear, plain language and to speak clearly and slowly.

It will offer to communicate with customers by e-mail, if telephone communication does not accommodate their accessibility needs or is not available. Other forms of accessible communication can be requested, and The National Ballet of Canada will work with the customer to provide a communication method matching their request whenever able.

### **4.04 Assistive devices**

The National Ballet of Canada is committed to providing accommodation to people with disabilities who require assistive devices to obtain, use or benefit from its services and events. It will ensure that its staff are trained and familiar with various assistive devices that may be used by customers with disabilities.

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#### 4.05 **Billing**

The National Ballet of Canada is committed to providing accessible invoices to all customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, or email. Questions about the content of the invoice may be answered in person, by telephone or via e-mail.

#### 4.06 **Use of service animals and support persons**

The National Ballet of Canada is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of its premises that are open to the public and other third parties. It will also ensure that all staff, volunteers and others dealing with the public are trained how to communicate with and address the concerns of people with various servicing disabilities who are accompanied by a service animal.

The National Ballet of Canada is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter The Walter Carsen Centre of the National Ballet of Canada's premises with their support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on its premises.

Tickets sold to a customer who requires the aid of a service person are at 50% discount. Please refer to the Audience and Donor Services (ADS) Accessibility ticketing policy on our website for further details.

### **5 REFERENCES AND RELATED STATEMENTS of POLICY and PROCEDURE**

*Accessibility Standards for Customer Service Regulation: Ontario Regulation 429/07*

### **6 PROCEDURE**

6.01 The National Ballet of Canada will provide customers with notice of a planned or unexpected disruption in the facilities, services, or events accessed by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities, services or events, if available. The notice will be placed at all public entrances and service counters on our premises and depending on the nature of the disruption, notice will also be posted on our website, via email, outgoing telephone messages and/or social media websites. This notice will be provided in accessible formats.

6.02 The National Ballet of Canada will provide AODA training to all employees.

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This training will be provided on an on-going basis for full-time staff and within the first two months once a new employee commences employment.

Training will include the following:

- > The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 a support person

Appropriate staff will be trained on any policies, practices and procedures that affect the way NBOC services and events are provided to people with disabilities.

6.03 The ultimate goal of The National Ballet of Canada is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services or events regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way The National Ballet of Canada provides services or events to people with disabilities can be made via:

- E-mail to [info@national.ballet.ca](mailto:info@national.ballet.ca)
- Telephone 416-345-9595
- In person or by mail to the Walter Carsen Centre (470 Queens Quay West, Toronto Ontario M5V 3K4), Monday-Friday, 8:00 am-5:00 pm; or

All feedback regarding tickets will be directed to the Audience and Donor Services Department. Customers can expect a reply within 1 - 2 business days.

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve our services or events. Feedback received will be redirected to an appropriate contact person in the relevant department of The National Ballet of Canada, as appropriate.

Where possible, complaints will be addressed immediately. However, some complaints may require more effort to address, and must be reviewed for action, possibly involving a number of Department within The National Ballet of Canada. Individuals offering feedback can expect acknowledgement of that feedback within five business days of its receipt. The acknowledgement will indicate how the matter will be addressed and when the individual will be notified of the outcome. The National Ballet of Canada will follow up on any actions arising from the feedback and the timeframe for implementation will be provided as part of the notification of outcome. Feedback/response will be in a format that is accessible to the complainant. OR Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

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6.04 The National Ballet of Canada is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

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

6.05 This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Human Resources.