

Persons with Disabilities Customer Service Policy

Revised November, 2014

Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 was passed by the Ontario Legislature with the goal of improving accessibility across Ontario for people with disabilities.

The first standard issued by the Province is the Accessibility Standard for Customer Service, which came into effect for the Mariposa Folk Festival on January 1, 2012.

1. Policy Statement

The Provision of Goods and Services to Persons with a Disability

The Mariposa Folk Foundation is committed to providing an environment that is inclusive and accessible, and respects the dignity and independence of persons with disabilities. Persons with disabilities will be given equal opportunity to integrate and access the activities undertaken by the Foundation and benefit from the same customer service experiences as other members of the public. In order to help us maintain these standards, if visiting our office, please advise our staff prior to your visit if you are a person with a disability who requires assistance.

This policy applies to all persons who enter our office location and at the site of the annual Mariposa Folk Festival.

2. Policy Components

a. Communication with Persons with Disabilities

When communicating with a person with a disability, Mariposa Folk Foundation staff and volunteers will do so in a manner that takes into account the person's disability. The Foundation is committed to communicating by any of various means including verbally, in writing, by working with a support person, by assistive device or by electronic mail. Volunteers and staff will be trained on how to interact and communicate with people with various types of disability.

b. Assistive Device

Personal assistive technologies are permitted and unrestricted in all our office and at the site of the Mariposa Folk Festival. Employees and certain designated volunteers will be trained and be familiar with various assistive devices that may be used by clients with disabilities while accessing our offices or the Festival site.

It should be noted that the provision, use and safety of personal assistive devices is the responsibility of the person with the disability or their support person.

c. Service Animals

Service animals are permitted and unrestricted at the Festival site and in all areas of our office that members of the public are permitted to enter. If it is not readily apparent that an animal is a service animal, the person you are seeing may ask the person with the service animal to provide verification of the animal's duty. Employees and certain designated volunteers will be properly trained on how to interact with people with a disability who are accompanied by a service animal. It should be noted that the use and safety of the service animal is the responsibility of the person with the disability.

d. Support Persons

Mariposa Folk Foundation welcomes all support persons who have been hired or chosen by the client with a disability to accompany them. 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. A support person accompanying a person with a disability to the Festival will not be required to purchase a ticket to the Festival.

3. Notice of Temporary Disruption

Mariposa Folk Foundation will provide persons with disabilities with notice in the event of a planned or unexpected disruption in the accessibility of our office. The notice will be placed at the public entrance to our office (Appendix 1)

4. Employees and Volunteers with Disabilities Training

Mariposa Folk Foundation will train all employees/volunteers in accordance with the provincial law.

5. Feedback Process

In order to help us ensure outstanding customer service while serving clients with disabilities as well as ensuring accessibility of our goods and services, we encourage your comments and feedback, whether positive or negative.

The Mariposa Folk Foundation patrons who wish to provide feedback on the way that we provide goods and services to people with a disability can provide feedback via email, in person or by telephone. All feedback, including complaints, will be handled by the Foundation President. The Foundation

President, can be contacted via phone (705-326-3655) or email at mff@mariposafolk.com. Customers can expect to hear back within ten (10) business days.

A Feedback form can be obtained from the Office Manager, reception or our web site. (Appendix 2)

The completed Feedback form may be sent mailed to:

Office Manager
Mariposa Folk Foundation
10 Peter Street S.
Orillia ON

Or via email to: mff@mariposafolk.com

Alternatively, please call the Office Manager at 705-326-3655 if you are having difficulty with the Feedback form.

6. Modification to this or other policies

No changes will be made to this policy before considering the impact on people with disabilities.

7. Questions about this policy

If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by the Office Manager.

Revised: Nov 30, 2014

Review: Annually

Appendix 1
Mariposa Folk Foundation's Form for Notification of a Service Disruption

1. Nature of the disruption?
2. Describe the disruption.
3. What caused the disruption?
4. Date & time of the disruption's start
5. Date & time of the disruption's end
6. Alternative services, if available.
7. Communication of this disruption will be by email, signage, websites, other.

(Check off all appropriate media)

Email	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Signage	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Website	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Other – please specify: _____

Please help us contact you if we need to provide you with additional information:

Name	
Title/Role	
Email	
Telephone	

Appendix 2

Persons with Disabilities Customer Service Feedback Form

Mariposa Folk Foundation would appreciate the comments and feedback of our clients/customers with disabilities. Persons with a disability may communicate in writing by filling out this form, or via email or a telephone call as directed below.

Date of visit: _____

Location: _____

Name of Person visited or event attended: _____

Please describe your experience:

Please provide any suggestions, comments or other information that may help us improve the customer service experience for persons with a disability.

Please provide your name and preferred method of contact:

Please immediately forward completed forms to:

Office Manager

10 Peter Street S

Orillia ON

Email: officemanager@mariposafolk.com

Telephone: 705-326-3655