

Buddies Plan to Providing Goods and Services to People with Disabilities

Buddies in Bad Times Theatre is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

20% off the regular ticket price will be charged to the support person for admission to Buddies in Bad Times Theatre's season productions. We will notify customers of this through a notice posted on our company website.

Accessible Customer Service Plan

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Buddies in Bad Times Theatre will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the main entrance, outside of the box office.

Training for staff

Buddies in Bad Times Theatre will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Accessible Customer Service Plan-continued

Individuals in the following positions will be trained: Managers, Festival Directors, Program Leaders, Box Office, Bar, Security, Technical and Administrative.

This training will be provided to staff within two weeks of when the individual commences performing duties for Buddies in Bad Times Theatre. Additional training will be provided within four weeks of any revisions made to this policy and/or related procedures and practices.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Buddies in Bad Times Theatre's plan related to 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
- How to use the wheelchair elevator
- What to do if a person with a disability is having difficulty in accessing Buddies in Bad Times Theatre's goods and services

Staff will also be trained when changes are made to the plan.

Feedback process

Customers who wish to provide feedback on the way Buddies in Bad Times Theatre provides goods and services to people with disabilities can do so in person at the box office, by telephone, email or mail.

All feedback will be directed to the appropriate management staff. Customers can expect to hear back within seven business days.

Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of Buddies in Bad Times Theatre that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.