

## **Shaw Festival**

**Policy:** Accessibility for Ontarians with Disabilities Act (AODA)

AODA Customer Service Standard – Providing goods & services to people with disabilities

**Date of Issue:** December 5, 2011 – Amended: July 1, 2016

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### **Our Commitment:**

The Shaw Festival is committed to inclusive services and facilities for employees and patrons. The Company is committed to responding to any accommodation issues identified by its employees or patrons. The Shaw Festival is committed to establishing and maintaining an effective means of ensuring an inclusive workplace and accessible facilities.

Accommodation shall be pursued in a manner that respects the dignity of the individual seeking accommodation while not causing undue hardship to the Company.

Our commitment is to provide all patrons including those living with disability the same opportunity to benefit from our goods and services.

### **Providing Goods and Services to People with Disabilities:**

The Shaw Festival is committed to serving all patrons including people with disabilities by removing barriers that might arise in the course of doing business as follows:

**Communication:** We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers/patrons on how to interact and communicate with people with various disabilities.

**Telephone Services:** We will train our staff to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with patrons by email or other alternate methods if telephone communication is not suitable for their needs or is not available.

**Assistive Devices:** We are committed to serving people with disabilities who use assistive devices. We will ensure that our staff are trained and familiar with various assistive devices that may be used by patrons with disabilities while attending our facilities. (eg. wheelchairs, walkers, canes, assistive listening devices )

**Accessible Seating:** We are committed to providing an exceptional experience for all patrons, and we offer special access seating at the Festival, Royal George and Studio Theatres. Patrons should advise the Box Office Representative when they order tickets if they will need any assistance during their visit. Patrons using a wheelchair should arrive 30 minutes prior to the performance.

**Parking:** There are four (4) on-site accessible parking spaces available for patrons with disabilities at the Festival/Studio Theatres.

**Wheelchair Accessible Washrooms:** There are wheelchair accessible washroom facilities at the Festival, Royal George and Studio Theatres.

**Service Animals and Support Persons:**

Shaw Festival welcomes our patrons with disabilities who are accompanied by a service animal or support person. We will ensure that all staff, and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal or support person. Effective July 1, 2016 Any person with a disability who is accompanied by a support person for the purposes of health or safety and in consultation with the person...it is determined a support person is required, complimentary admission will be provided.

**Procedures:**

Any patron with an accommodation need should communicate the need to the Shaw Festival representative when booking tickets.

**Training:** Shaw Festival will provide training to all patron service employees and any others who deal with the public.

Training will cover 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 patrons with various types of disabilities
- How to interact with patrons with disabilities who use an assistive device or require the assistance of a service animal or support person.
- The location of our assistive devices and staff who are able to provide relevant information
- What to do if a patron is having difficulty accessing our goods or services.

## **Notice of Temporary Disruption:**

The Shaw Festival will provide patrons with notice in the event a performance is disrupted in the facilities or services usually used by people with disabilities. ( daily functions- elevators, physical operations that may or may not be within the Festival's control or knowledge.

The Festival will make all reasonable efforts to provide advance notice of this disruption to the public, including information about the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if available.

Procedures:

The Festival's website: [www.shawfest.com](http://www.shawfest.com)

Temporary on site signage

In the event of an unexpected disruption, advance notice may not be possible. In such cases, the Festival will provide on-site signage.

Staff and volunteers will be kept informed through pre-shift meetings, emails, as appropriate.

Patrons with a disability who are inconvenienced, or cannot access the Festival premises due to a temporary disruption of service should speak to a Box Office representative of House Manager for assistance and accommodation.

## **Feedback Process:**

The goal of the Shaw Festival is to meet and surpass patron expectations while serving patrons with disabilities. Comments on our services regarding how well these expectations are being met are welcome and appreciated and can be made by email, telephone, fax, in person, or by mail.

Patrons providing feedback will be asked to provide their name and contact information (phone, email and/or address).

Once the feedback is received, the following actions will be taken:

- The feedback will be directed to the appropriate person.
- The feedback will be assessed for appropriate action.
- A response, if required, will be made in a timely manner.

The feedback process is readily available to the public through:

A notice on the website: under [accessibility](#)

Feedback response forms will be available at each theatre's front of house desk.

Concerns will be addressed and answered in an appropriate time frame.

Please use the contact information below:

Shaw Festival Theatre, Canada  
10 Queen's Parade  
P.O. Box 774  
Niagara-on-the-Lake, On L0S 1J0

Phone: 1-800-657-1106

Email: [feedback@shawfest.com](mailto:feedback@shawfest.com)

January 1, 2012 - Revised July 1, 2016