



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) CUSTOMER SERVICE STANDARD POLICY

Please note that this AODA Customer Service Standard Policy is for the use of the concert venue and restaurant herein known as Sneaky Dee's. The following policies, procedures and practices are guided by the fundamental principles underlying the Accessible Customer Service Standard and the Ontario Human Rights Code

A) COMMITMENT TO OUR COMMUNITY

Sneaky Dee's is committed to providing an environment that is respectful of the dignity, independence, integration, equality and inclusion of all people, including people with disabilities, whether they are customers, the general public or employees.

1 Purpose

1.1 Sneaky Dee's understands that there are barriers, both attitudinal and social, that act to exclude people with disabilities. This document acts as an illustration of the ways that Sneaky Dee's works towards:

- a) The elimination of barriers that have traditionally excluded people with disabilities.
- b) The best possible provision of reasonable accommodation with regards to people with disabilities that utilize both Sneaky Dee's restaurant and concert venue.

1.2 This policy outlines obligations of Sneaky Dee's in providing a level of excellence with regards to customer service as required by the Accessible Customer Service Standard.

B) PROVIDING SERVICES TO PERSONS WITH DISABILITIES

2 Communication

2.1 When communicating with persons with a disability, Sneaky Dee's will take into account the particular individual's needs and circumstance and communication shall be provided in a manner that respects the dignity and independence of persons with disabilities.

3 Assistive Devices

3.1 Persons with disabilities shall be permitted to obtain goods or services

through the use of their own assistive devices. Sneaky Dee's will ensure that staff are trained so that they are aware of various assistive devices that may be used by customers with disabilities while accessing services.

3.2 Should the need arise, Sneaky Dee's will use its best efforts to reasonably accommodate the by person attempting to deliver the same service in another way that is agreed upon by both parties.

4 Use of Service Animals and Support Persons

4.1 Sneaky Dee's allows persons with disabilities who are accompanied by a service animal on the parts of our premises that are designated for food service and concert venue use.

4.2 If a service animal is excluded by law, Sneaky Dee's will suggest appropriate and reasonable alternatives and provide assistance in order to ensure that the person is able to access, obtain, use or benefit from service where possible. Sneaky Dee's will train employees on how to interact with customers who are accompanied by service animals.

5 Support Persons

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

5.2 Entry fees will be waived for support persons accompanying people with disabilities at Sneaky Dee's Concert Venue. Sneaky Dee's will ensure that staff are trained on how to interact with a person with a disability with the involvement of a support person.

6 Training for Staff

6.1 Sneaky Dee's will ensure that all employees who interact with customers on its behalf receive training as required by the Accessible Customer Service Standard that includes:

- a) An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- b) How to communicate with people with various types of disabilities
- c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- d) What to do if a person with a disability is having difficulty in accessing goods and services

6.2 Training shall be provided on an ongoing basis whenever changes are made to this Policy.

8 Feedback Process

8.1 Sneaky Dee's welcomes feedback from people with disabilities in methods that they find most convenient for them. Feedback can be given in person, by mail, phone, e-mail or any other method available.

9 Notice of Availability of Documents

9.1 This Policy will be made available to any person upon request. Sneaky Dee's will ensure that notice of the availability of this policy is posted in a conspicuous place.

10 Format of Documents

10.1 Sneaky Dee's will provide this policy in an alternative format that is decided upon through consultation with the persons with a disability, in a timely fashion, upon request.

11 Modifications to the Policy and Related Policies

11.1 Sneaky Dee's is committed to the continuing promotion of dignity and independence of all people, including people with disabilities, and will augment or change this policy as required.

12 Notice of Disruption

12.1 In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Sneaky Dee's 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.

NOTE* Sneaky Dee's recognizes that the *Human Rights Code*, R.S.O. 1990, c. H.19 has primacy over the Accessible Customer Service Standard AND the Integrated Accessibility Standard Requirements (AODA)