

# Theatre Passe Muraille's Accessible Customer Service Plan

## Providing Goods and Services to People with Disabilities

*Created June 17, 2011  
Reviewed June 29, 2018*

*Theatre Passe Muraille*

**Theatre Passe Muraille** is committed to excellence in serving all customers including people with disabilities.

### Assistive devices

Any patron may bring assistive devices into Theatre Passe Muraille. We will ensure that our staff are trained and familiar with various assistive devices that may be used by patrons with disabilities while accessing our goods or services, and that they are trained on good practices as relates to assistive devices.

Theatre Passe Muraille has 11 **RF assistive hearing device units** (9 Steto and 2 Loop headset varieties). The assistive hearing device units can be used in our Backspace and Mainspace and will be made available for our own productions, as well as rental productions.

### Communication

We will strive to effectively communicate with people in ways that take into account their disability.

TPM has integrated **Browse Aloud**, an innovative support software which provides a toolbar throughout our website that helps to reduce barriers and make the content more accessible for people with differing abilities. These currently include, but are not limited to: Dyslexia, Low Literacy, English as a Second Language, and those with mild visual impairments. The toolbar allows for the information presented on the website to be accessed through speech software, reading and translation thus facilitating access and participation for a wider range of needs.

### 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

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

**Fees will not be charged for support persons** or for admission to **Theatre Passe Muraille's** productions. We will notify customers of this through a notice posted on our premises and **on our accessibility page on our website.**

### Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **including performances with no accessible seating, Theatre Passe Muraille** will notify customers promptly through our website. 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 on the **accessibilities page on our website**.

### **Training for staff**

**Theatre Passe Muraille** will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

Patron Services Associates  
Associate Producer of Patron Services  
Technicians  
Volunteers  
Management  
Board Members

This training will be provided to staff **within 3 months of being made permanent staff**.

### **Training will include:**

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Theatre Passe Muraille's** accessible customer service plan.
- 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 access and use the **ramps and accessible seating areas**
- How to use our **Assistive Listening Devices**
- What to do if a person with a disability is having difficulty in accessing **Theatre Passe Muraille's** goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

### **Feedback process**

Customers who wish to provide feedback on the way **Theatre Passe Muraille** provides goods and services to people with disabilities can **email us or leave a note at our box office**. All feedback will be directed to **Jenn Sartor, Producer**. Customers can expect to hear back within **3 business days**. Complaints will be addressed according to our organization's regular complaint management procedures.

### **Modifications to this or other policies**

Any policy of **Theatre Passe Muraille** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.