

# TO Live

## PATRON POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Customer Service - Providing Goods &amp; Services to People with Disabilities</b>	<b>January 1, 2018</b>	<b>403</b>

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### **1. Our Commitment**

TO Live strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to attend events at our facilities and allowing them to utilize the same services, in the same place and in a similar way as other customers.

### **2. Providing Goods And Services To People With Disabilities**

TO Live is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### **2.1 Communication**

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

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### **2.2 Telephone services**

We are committed to providing accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language.

We will offer to communicate with customers by email or operator-assisted relay services if telephone communication is not suitable to their communication needs or is not available.

### **2.3 Assistive devices**

We are committed to serving people with disabilities who use 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 attending our facility.

We will also ensure that staff knows how to use the following assistive devices available on our premises for customers: Wheelchairs, elevators, assistive devices for the hearing impaired.

### **2.4 Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

## **3. Use Of Service Animals And Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our facilities that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter TO Live facilities with his or her support person, provided each person attending a performance or event has a valid ticket to that performance or event.

Support persons who attend a performance or event at a TO Live facility will pay the same admission price as the person to whom they are providing the support. Customers are informed of this by a notice that is posted in the Sony Centre for the Performing Arts premises and on the Sony Centre website ([www.sonycentre.ca](http://www.sonycentre.ca)).

## **4. Notice Of Temporary Disruption**

TO Live will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises, and where appropriate on our website ([www.sonycentre.ca](http://www.sonycentre.ca)).

## **5. Training for Staff**

TO Live will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

- Ticket Sales staff
- Ushers and Ticket Takers
- Merchandise sales staff
- Concession, bar and wait service staff
- Heads of Technical Departments
- Supervisory and Management staff who are responsible for the above positions.
- Senior Management for TO Live.

This training will be provided within one month after each of our staff members commences his or her duties.

Training will include 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 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 wheelchairs, elevators and assistive devices for the hearing impaired
- What to do if a person with a disability is having difficulty in accessing TO Live facilities.
- TO Live policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **6. Feedback Process**

The ultimate goal of TO Live is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way TO Live provides services to people with disabilities can be made by e-mail, telephone, verbally, or by mail.

All feedback will be directed to the Box Office Manager and Senior Manager of Patron Services. Customers can expect return communications within 3 business days.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

## **7. Modifications To This Or Other Policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of TO Live that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **8. Questions About This Policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the VP of Finance & Administration for TO Live.