

Accessible Customer Feedback Form

Thank you for visiting the Festival of the Sound. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit:

Did we respond to your customer service needs today?

- Yes No

Was our customer service provided to you in an accessible manner?

- Yes Somewhat
 No (please explain below)

Did you have any problems accessing our goods and services?

- Yes (please explain below)
 Somewhat (please explain below)
 No

Please add any other comments you may have:

Comments

The Festival of the Sound welcomes comments on the provision of goods and services to people with disabilities. Comments can be directed to the Festival in the following way(s):

Email:

info@festivalofthesound.ca

Online Form:

www.festivalofthesound.ca

Telephone:

1-705-746-2410

Toll Free:

1-866-364-0061

In person:

1 Avenue Road, Parry Sound

In writing:

Festival of the Sound, P.O. Box 750
Parry Sound, ON, P2A 2Z1

or by completing the attached
**Accessible Customer
Feedback Form**

A timely response will be provided.

Festival of the Sound customers can expect to hear back in 7 days.



Accessible Customer Service Policy



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Parry Sound, ON P2A 2A6

Background

In 2005 the Ontario Legislature passed The Accessibility for Ontarians with Disabilities Act (AODA) with the goal of creating standards to improve accessibility for Ontarians with disabilities. These standards are in respect to goods, services, facilities, accommodation, employment, buildings, structure and premises on or before January 1, 2025, by developing, implementing and enforcing accessibility standards.

One of the specific standards that has been developed, and made law, is the **Accessible Customer Service Standard**. This standard details specific requirements for all service providers such as:

- Develop policies, practices and procedures for providing goods and services to persons with disabilities
- Create policies pertaining to Service Animals, Support Persons, Disruption of Service, and Communication
- To provide ongoing training to all staff, volunteers and third parties
- Implement a Customer Service Feedback process.

In general, providers must deliver service in a way that preserves the dignity and independence of persons with disabilities.

Commitment to Customer Service Statement

The Festival of the Sound is committed to excellence in providing goods and services to all residents, including those with disabilities. Every effort will be made to ensure the following:

- The goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable persons with disabilities to obtain, use or benefit from the goods and services.
- Persons with disabilities may use assistive devices, guide animals and/or support persons in the access of goods and services.
- All persons, regardless of their abilities, will be given equal opportunity to obtain, use and benefit from all goods and services.



Summary of The Festival of the Sound Accessible Customer Service Policy

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities the Festival of the Sound will notify customers promptly. To view disruption of services notices visit: www.festivalofthesound.ca

The notices will be made publicly available at the following locations: Festival of the Sound Office located at 1 Avenue Road, Parry Sound.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Service animals

We welcome persons 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. Venues requiring a fee for a support person will provide notice in advance.