**ACCESSIBLE CUSTOMER SERVICE PLAN**

**The Organization**

GBSP Centre Corp. is a unique joint venture between Soulpepper Theatre Company and George Brown College, formed to manage the Young Centre for the Performing Arts (together GBSP Centre Corp. and the Young Centre for the Performing Arts shall be referred to as the “Centre”). Designed by Thomas Payne of Toronto’s internationally renowned Kuwabara Payne McKenna Blumberg Architects, the facility is located in Toronto’s Distillery Historic District, and features 46,000 square feet of combined heritage and contemporary architecture with five flexible performance spaces, ranging in size from 80 to 300 seats; numerous rehearsal studios, classrooms, administrative offices and a central atrium with café/bar.

**Statement of Commitment**

The Centre is committed to treating all people in a way that allows them to maintain their dignity and independence. We recognize the importance of making goods and services accessible to people with disabilities. We are committed to providing excellent customer service and a respectful, welcoming, and inclusive environment to all individuals who use our goods and services. We strive to meet the needs of people with disabilities in a timely manner, and to do so by: a) preventing a removing barriers to accessibility, and b) meeting accessibility requirements set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) and Ontario Regulation 429/07 (the “Customer Service Standard”). To assist us in adhering to our commitment, the Centre has developed and set out below our policies, practices and procedures for the provision of goods or services to people with disabilities (the “Policy”). The Policy is guided by the following principles prescribed by the Customer Service Standard:

* The Centre will communicate and provide goods and services in a manner that takes into account a person’s disabilities and needs, and respects the dignity and independence of people with disabilities;
* The Centre will provide integrated services to people with disabilities wherever possible and we will provide alternative measures to provide goods and services to people with disabilities where integration is not possible; and
* The Centre will provide equal opportunity to people with disabilities to obtain, use, and/or benefit from our goods or services.

This Policy applies to our employees and to any third parties providing goods and services on behalf of the Centre and who may interact with the public or third parties. Any policy of the Centre that does not respect or promote the dignity and independence of people with disabilities will be modified or removed.

**Definitions**

“**We**” and “**Our**” means the Centre.

Any capitalized terms not defined in this Policy are deemed to have the same meaning ascribed to them in the Act and/or the Customer Service Standard.

**Assistive Devices**

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. Please contact our box office to request FM hearing assist devices, a wheelchair, and/or booster seats - a limited supply of these devices are available at the facility for patron use.

**Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services, equipment and/or assistive devices for customers with disabilities, the Centre will post a notice: a) at our facility, both at the customer entrance and at our box office and, b) where possible, on our web site. The notice will identify:

* The specific services impacted
* The reason for the disruption
* The period of time the services will be affected
* How we will accommodate customers with disabilities during the disruption
* Alternate services available for customers with disabilities and support persons

**Service Animals**

We welcome people with disabilities who require the use of service animals. We encourage customers to notify the box office in advance if a service animal will accompany them, so that we are best able to accommodate. Service animals are allowed to accompany persons with disabilities into any areas of our facility open to our customers. Our staff have been trained on how to interact with people with disabilities who are accompanied by a service animal.

**Support Persons**

A person with a disability who is accompanied by a support person may require that person to accompany them on our premises to assist them with communication, mobility, personal care or any other medical need. A support person will be permitted to accompany a person with a disability into any areas of our facility open to our customers. A person with a disability will not be prevented from access to their support person at any time while attending our facility.

Please note that every person entering the facility for a ticketed public performance or event is required to present a purchased admission ticket. As a rental facility and hosting establishment, we encourage all performances and productions to offer accessible prices at all seating locations throughout our facility.

**Staff Training**

The Centre has provided customer service training to ALL existing employees, volunteers and others who deal with the public or third parties on their behalf. All new employees and volunteers will be required to receive similar training.

Our Centre training program is delivered through workshops and/or online training. The training covers, but is not limited to, the following:

* An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard and the Information and Communications Standard
* An overview of the Ontario *Human Rights Code* with a special focus on providing equal treatment that is ethical and fair, and in compliance with all applicable employment, and human rights legislation
* This Policy
* How to use FM hearing assist devices, wheelchairs, booster seats, elevators, automatic doors, on-site or otherwise, and any other equipment or devices available at the facility to assist with providing goods or services to people with disabilities
* How to interact and communicate with people with various types of disabilities, including those with assistive devices, service animals and/or support persons
* What to do if a person with a disability is having difficulty in accessing the Centre’s goods and services

**Feedback**

All customers who wish to provide feedback to the Centre may do so either verbally, in writing, over the phone, email, or may direct their feedback to any staff.

This process is managed by:

Assistant Patron Services Manager

Phone: 416.866.8666 x404

Email: Laura.Bonang@youngcentre.ca

You will receive a response within 3 business days.

**Notice/Availability of Policy**

The Policy will be made available to any person on request, and can be provided in larger font. We post this Policy and notice of its availability at our facility and on our website.