



## École d'art d'Ottawa School of Art

### School Policy for: Accessibility Standards for Service to the Public.

The following policy, practices and procedures have been established by the Ottawa School of Art to govern the provision of its services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005.

Disability is defined in Section 2 of the Accessibility for Ontarians with Disabilities Act as follows: disability means,

1. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury and degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
2. a condition of mental impairment or a developmental disability.
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
4. a mental disorder,
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;

This document will be posted on the Ottawa School of Art's web site at [www.artottawa.ca/\\_\\_\\_\\_\\_](http://www.artottawa.ca/)

The Ottawa School of Art is committed to excellence in serving all customers including people with disabilities. Our policies, practices and procedures are designed to meet provincial standards for customer service, information and communication.

## **Assistive Devices**

The Ottawa School of Art 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.

## **Communication**

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

## **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**

A person 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 the support persons. We will notify customers of this through a notice posted on our premises and on our web site.

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities i.e.: elevator, entrance ramp, the Ottawa School of Art 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. The notice will be placed at the reception desk in the lobby, at the elevator doors on each floor, if applicable and on the front door. In the event of pre scheduled major work being done, we will notify customers via our website.

## **Training**

The Ottawa School of Art will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

Receptionists

Studio Technicians

Administration staff  
Department Coordinators

This training will be provided to staff within their probationary period upon first being hired.

Training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard

The Ottawa School of Art's plan related to 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 assistive hearing device, assistance with the elevator and / or front entrance ramp.

What to do if a person with a disability is having difficulty in accessing the Ottawa School of Art's goods and services

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

### **Feedback process**

Customers who wish to provide feedback on the way the Ottawa School of Art provides goods and services to people with disabilities can contact us in person, by letter, by phone or by email.

All feedback, including complaints, will be directed to either the Administration Officer or to the Executive Director.

Customers can expect to hear back within a week of their feedback being received.

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

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