



# SUN PARLOUR FOLK MUSIC SOCIETY

INSPIRING AND PROMOTING THE ARTS

## ACCESSIBILITY POLICY

### Providing goods, services or facilities to people with disabilities

#### Policy Statement

The Sun Parlour Folk Music Society (SPFMS) is committed to providing an environment that is inclusive and accessible, and respects the dignity and independence of persons with disabilities. Persons with disabilities will be given equal opportunity to integrate and access the activities undertaken by the Society and benefit from the same customer service experiences as other members of the public. In order to help us maintain these standards, if visiting our office, please advise our staff prior to your visit if you are a person with a disability who requires assistance.

This policy applies to all persons who enter our office location and at the site of the annual Kingsville Folk Music Festival.

The Sun Parlour Folk Music Society understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. The Sun Parlour Folk Music Society is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

#### Policy Components

##### a. Communication with Persons with Disabilities

When communicating with a person with a disability, SPFMS staff and volunteers will do so in a manner that takes into account the person's disability. The Society is committed to communicating by any of various means including verbally, in writing, by working with a support person, by assistive device or by electronic mail. Volunteers and staff will be trained on how to interact and communicate with people with various types of disability.

SPFMS will make every effort to comply to AODA standards and specific requests when possible and encourage patron with disabilities to identify their needs for accommodations or transportation at the time of ticket purchase for the Festival.

##### b. Assistive Device

Personal assistive technologies are permitted and unrestricted in all our office and at the site of the Kingsville Folk Music Festival. Employees and certain designated volunteers will be trained and be familiar with various assistive devices that may be used by clients with

disabilities while accessing our offices or the Festival site. It should be noted that the provision, use and safety of personal assistive devices is the responsibility of the person with the disability or their support person.

### **c. Service Animals**

Service animals are permitted and unrestricted at the Festival site and in all areas of our office that members of the public are permitted to enter. If it is not readily apparent that an animal is a service animal, the person you are seeing may ask the person with the service animal to provide verification of the animal's duty. Employees and certain designated volunteers will be properly trained on how to interact with people with a disability who are accompanied by a service animal. It should be noted that the use and safety of the service animal is the responsibility of the person with the disability.

### **d. Support Persons**

SPFMS welcomes all support persons who have been hired or chosen by the client with a disability to accompany them. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. A support person accompanying a person with a disability to the Festival will not be required to purchase a ticket to the Festival.

The SPFMS provides Festival attendees with disabilities and their support persons with:

- parking at the Festival site
- transportation on site by Festival volunteer operated golf carts
- chairs available for transport by Festival volunteers
- designated sitting areas at stages
- fully accessible washrooms
- accessible walkways at the Festival site

### **Notice of Temporary Disruption**

SPFMS will provide persons with disabilities with notice in the event of a planned or unexpected disruption in the accessibility of our office. The notice will be placed at the public entrance to our office.

### **Employees and Volunteers with Disabilities Training**

SPFMS will train all employees/volunteers in accordance with the provincial law.

### **Feedback Process**

In order to help us ensure outstanding customer service while serving clients with disabilities as well as ensuring accessibility of our goods and services, we encourage your comments and feedback, whether positive or negative.

SPFMS patrons who wish to provide feedback on the way that we provide goods and services to people with a disability can provide feedback via email, in person or by telephone. All feedback, including complaints, will be handled by the SPFMS Board of Directors.

Contact via phone: 519-997-7777

Email: [info@kingsvillefolkfest.org](mailto:info@kingsvillefolkfest.org)

Customers can expect to hear back within ten (10) business days.

A Feedback form can be obtained by contacting the Office or our web site.

The completed Feedback form may be sent mailed to:

SPFMS

43 Pearl Street East

Kingsville, ON N9Y 1K#

Or via email to: [info@kingsvillefolkfest.org](mailto:info@kingsvillefolkfest.org)

Alternatively, please call the Office at 519-997-7777 if you are having difficulty with the Feedback form.

### **Notice of availability of documents**

The Sun Parlour Folk Music Society will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/ way(s):

web site

The Sun Parlour Folk Music Society will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

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

Any policies of The Sun Parlour Folk Music Society that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

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43 Pearl Street East, Kingsville, ON N9Y 1K3 519-997-7777