

## **VAM's Accessible Customer Service Plan Providing Services to People with Disabilities**

**VISUAL ARTS MISSISSAUGA (VAM) AT RIVERWOOD** is committed to excellence in serving all customers including people with disabilities.

**Assistive devices** – To the best of our ability, we will ensure that our staff members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

**Communication** – To the best of our ability, we will communicate with people with disabilities in ways that take into account their disability.

**Service animals** - Service animals are welcome in the VAM building.

**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. Course fees will not be charged for support persons

**Notice of temporary disruption** - In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, **VAM** will post notice, which will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available, on the **Home Page of the VAM Website and on the VAM answering machine.**

**Training** - **VAM** provides AODA training to all staff, instructors, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Training is provided to staff during the first three months of their hire and training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- VAM'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
- What to do if a person with a disability is having difficulty in accessing VAM's goods and services

Staff will also be trained when changes are made to the accessible customer service plan.

**Feedback process** - Customers who wish to provide feedback can do so via email – [info@visualartsmississauga.com](mailto:info@visualartsmississauga.com), or by phoning the office **905-277-4313**. All feedback will be forwarded to the Executive Director for review. Customers can expect to hear back in **two business days**.

**Notice of availability** - VAM will notify the public that our policies are available upon request from the office or by viewing them on the website [www.visualartsmississauga.com](http://www.visualartsmississauga.com).

**Modifications to this or other policies** - Any VAM policy that does not respect and promote the dignity and independence of people with disabilities will be reviewed and modified.