

Accessibility for Ontarians with Disabilities Act (AODA)

Customer Service Plan

Providing Services to People with Disabilities in Ontario

The Great Hall is committed to ensuring that its policies, practices and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity for all customers, including people with disabilities.

Assistive Devices

The Great Hall welcomes persons with disabilities to use their personal assistive devices while on The Great Hall's premises and will ensure that our staff is trained and familiar with various assistive devices that may be used by customers.

Communication

The Great Hall will communicate with persons with disabilities in ways that take into account their disability.

Service Animals

Persons with disabilities are welcome to enter The Great Hall's premises accompanied by their service animal and keep the service animal with them throughout the duration of their visit, if the public has access to such premises, and the animal is not otherwise excluded by law. It is the responsibility of the person with the service animal to control the animal at all times.

Support Persons

The Great Hall welcomes onto its premises support persons upon whom persons with disabilities rely. The Great Hall will advise the parties as soon as possible about any costs they will incur associated with having the support person.

The Great Hall may require a person with disability to be accompanied by a support person while on the premises in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

Notice of Temporary Disruption

The Great Hall will make every reasonable effort to provide customers with public notice in the event of any planned or unexpected disruption to the facilities or

services usually used by people with disabilities. Notice of the disruption will be posted, including on the premises, as soon as practicable, and will include information about the reason for the disruption, its anticipated duration and a description of alternative options, if feasible and available. Where appropriate a message will also be placed on The Great Hall's voicemail and website.

Staff Training

The Great Hall will provide training to employees who deal with customers, the public or other third parties on behalf of the company.

Generally, this training will include: a) An overview of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements of the customer service standard;

b) The Great Hall's accessible customer service plan;

c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person;

d) What to do if a person with a disability makes an enquiry or is having difficulty in accessing The Great Hall's premises, facilities or services;

e) Staff will also be advised and re-trained if required when any changes are made to The Great Hall's accessible customer service plan.

Feedback Process

Customers and other members of the public who interact with The Great Hall and wish to provide feedback on the way The Great Hall provides services to people with disabilities or request accommodation or assistance with any booking, event or service offered by or at The Great Hall can:

- Contact the manager on duty in person - Call our office during business hours at 416-792-1268 - Send an email to info@thegreathall.ca with Customer Service in the subject line - Mail a letter to: The Great Hall Att. Customer Service 1087 Queen Street West Toronto, ON M6J 1H3

Please note that persons providing accessibility feedback and requesting a response can expect to hear back within 14 days. Complaints will be addressed according to our organization's regular complaint management procedures.

Availability of Documents

The documents related to the Accessibility Standard for Customer Service are available on request and in a format that, wherever possible, takes into account the person's disability. Notification will be given by posting the information in a public place on The Great Hall's premises and on thegreathall.ca website.