

## **Persons with Disabilities Customer Service Policy**

### **Introduction**

The Accessibility for Ontarians with Disabilities Act, 2005 was passed by the Ontario Legislature with the goal of improving accessibility across Ontario for people with disabilities.

### **1. Policy Statement**

The Mariposa Folk Foundation 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 Foundation 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 participate in any off-site activities hosted by the Foundation, including the annual Festival.

### **2. Policy Components**

a. **Communication with Persons with Disabilities**

When communicating with a person with a disability, Mariposa Folk Foundation staff and volunteers will do so in a manner that takes into account the person's disability.

b. **Assistive Device**

Personal assistive technologies are permitted and unrestricted in our office and at all off-site activities. 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 in all areas of our office that members of the public are permitted to enter, and at all off-site activities. 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**

Mariposa Folk Foundation 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 or

attending off-site activities. A support person accompanying a person with a disability will not be required to purchase a ticket to any Foundation events.

**3. Notice of Temporary Disruption**

Mariposa Folk Foundation 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 (Appendix 1)

**4. Employees and Volunteers with Disabilities Training**

Mariposa Folk Foundation will train all employees/volunteers in accordance with the provincial law.

**5. 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,

Foundation 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 Foundation President. The Foundation President can be contacted via phone (705-326-3655) or email at [mff@mariposafolk.com](mailto:mff@mariposafolk.com) . Customers can expect to hear back within ten (10) business days.

A Feedback form can be obtained from the Foundation Manager, reception or our web site. (Appendix 2)

The completed Feedback form may be mailed to:

Foundation Manager  
Mariposa Folk Foundation  
Box 383  
Orillia ON L3V 6J8

Or via email to: [mff@mariposafolk.com](mailto:mff@mariposafolk.com)

Alternatively, please call the Foundation Manager at 705-326-3655 if you are having difficulty with the Feedback form.

## 6. **Modifications to this Policy**

No changes will be made to this policy before considering the impact on people with disabilities.

Questions about this policy

If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by the Foundation Manager.

Review: every five years

Adopted: 2012

Reviewed: November 2014

Reviewed: May 2019

Reviewed: May 2023

Appendix 1

**Mariposa Folk Foundation's Form for Notification of a Service Disruption**

1. Nature of the disruption?
2. Describe the disruption.
3. What caused the disruption?
4. Date & time of the disruption's start
5. Date & time of the disruption's end
6. Alternative services, if available.
7. Communication of this disruption will be by email, signage, websites, other.

(Check off all appropriate media)

Email            Yes        No      
 Signage        Yes        No      
 Website        Yes        No   

Other – please specify: \_\_\_\_\_

Please help us contact you if we need to provide you with additional information:

Name	
Title/Role	
Email	
Telephone	

**Appendix 2**

**Persons with Disabilities Customer Service Feedback Form**

Mariposa Folk Foundation would appreciate the comments and feedback of our clients/customers with disabilities. Persons with a disability may communicate in writing by filling out this form, or via email or a telephone call as directed below.

Date of visit: \_\_\_\_\_

Location: \_\_\_\_\_

Name of Person visited or event attended: \_\_\_\_\_

Please describe your experience:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please provide any suggestions, comments or other information that may help us improve the customer service experience for persons with a disability.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please provide your name and preferred method of contact:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please immediately forward completed forms to:  
Foundation Manager  
Box 383  
Orillia ON L3V 6J8  
Email: officemanager@mariposafolk.com  
Telephone: 705-326-3655