

Policy Name:	Accessibility	Policy #:	001
Policy Category:	Human Resources	Date:	November 7, 2016
Policy Owner:	NP Board of Directors	Next Review Date:	November 2019

Purpose

To outline Northumberland Players’ commitment to providing accessible customer service in a dignified and independent manner to all persons.

Declaration

The Northumberland Players is an inclusive organization and committed to excellence in serving all patrons, donors, volunteers, employees and partners including people with disabilities and will carry out the functions and responsibilities to the best of their ability. The Northumberland Players will support policies that respect and promote the dignity and independence of people with disabilities.

Procedure

- The Northumberland Players will make every effort to provide training to Board members, volunteers (Stage Managers, Front of House personnel and Producers) and others who deal with the public and other third parties on their behalf.
- This training will be provided yearly at the beginning of each theatrical season.
- Persons will be trained on what to do if a person with a disability is having difficulty accessing Northumberland Players’ goods and services.
- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements for the customer service standard will be made available to all trainees using **Planning Accessible Events** provided by Accessibility Directorate of Ontario Ministry of Economic Development, Employment and Infrastructure.
- Trainees will be advised of the Northumberland Players’ policies, practices and procedures relating to these customer service standards.

Document History

Date:	Description:
November 5, 2013	Previous version
November 7, 2016	Approved by NP Board of Directors

