



Pawsitive Productions Inc.

Accessibility Ontario Disabilities Act

AODA Policy

This Health and Safety Policy, here named the AODA policy will ensure that the company and all staff members take all reasonable measures to provide accessible customer service to person(s) with disabilities.

The Greg Frewin Theatre is committed to ensuring all facility occupants, customers and employees have equal access to the Company support services with regards to Ontarians with Disabilities.

The Greg Frewin Theatre will ensure the following to support the AODA program success;

- ❖ Establishing policies, procedures and practices that describe how we serve people with disabilities.
- ❖ Using reasonable effort to ensure our participant policies are consistent with the principles of dignity, independence, integration of services and equality of opportunity for all persons.
- ❖ Dealing with the use of assistive devices for people with disabilities within our policies.
- ❖ Communicating with people with disabilities in ways that take into account their disabilities.
- ❖ Welcoming people accompanied by guide dogs, service animals or support people and providing information about access while visiting our facility.
- ❖ Providing clear, complete, timely and prominent notice of temporary disruption of any services used by people with disabilities to assist them throughout the disruption in our services.
- ❖ Providing timely and ongoing training to our staff members who engage with our customers and employees, to ensure their understanding of and ability to implement proper policies and procedures regarding customer service to persons with disabilities.
- ❖ Implementing and communicating our processes for receiving and responding to feedback and handling any complaints about how we provide services to any persons with disabilities.
- ❖ Complying with a documentation standard, including the availability and format of documents which will assist persons with disabilities.

Alanna Frewin / Co-Owner

Alanna Frewin

Michelle Peach / Health and Safety Coordinator

Michelle Peach