



Accessible Customer Service Policy

The Capitol Theatre is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff and volunteers are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our facility. The Capitol Theatre owns several monitors to assist those who have a hearing impairment. These monitors are available to our patrons at no charge.

Communication

We will communicate with people who have disabilities in ways that will take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public.

Support Persons

Support persons who are accompanying a person with a disability are required to purchase a ticket at the regular cost.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to elevator service or automated door openers which would impact some customers with disabilities, the Capitol Theatre will notify customers by posting a notice online at www.capitoltheatre.com, and on the box office and lobby doors. The notice will include information about the reason for the disruption, its anticipated duration and describe alternative services if available.

Training for Staff and Volunteers

The Capitol Theatre will provide training to all employees and volunteers who deal with the public or other third parties on their behalf. This includes: box office staff, administrative staff, volunteers serving as ticket takers, ushers and bartenders.

This training will be provided to all staff and volunteers during their initial orientation prior to working their first shift.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Capitol Theatre'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
- How to use the elevator, automatic door openers available on site.
- What to do if a person with a disability is having difficulty in accessing the Capitol Theatre's goods and services.

Staff and volunteers will also be trained when any changes are made to this plan.

Feedback Process

Customers who wish to provide feedback on the way The Capitol Theatre provides goods and services to people with disabilities can send their comments by email to capitol@eagle.ca, verbally to the administration staff, or by written letter to Managing Director, Capitol Theatre, 20 Queen Street, Port Hope, ON L1A 2Y7

All feedback will be directed to the Managing Director. Customers can expect a reply within 10 days. Complaints will be addressed according to the Capitol Theatre's regular complaint management procedures.

All policies of The Capitol Theatre will respect and promote the dignity and independence of people with disabilities.

Document Created: January 1, 2012