

Instructions

 All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.

Fields marked with an asterisk (*) are mandatory.

A. Organization information

Organization category *	Number of employees range *	Reporting year
Business / non-profit	20-49 employees	2017

Business details

Organization legal name *	Number of employees in Ontario * Help
The Arts and Letters Club of Toronto	20

 Business number (BN9) * [Help](#)

108071796

 Check if operating/business name is same as legal name

Organization operating/business name

The Arts and Letters Club of Toronto

Language preference for communications *

English

 Sector that best describes your organization's principal business activity * [Help](#)

81 - Other services (except public administration)

Subsector (if possible)

Industry group (if possible)

Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

 Country * Canada USA International

 Type of address * Street address Street address served by route Other

Unit number	Street number *	Street name *
	14	Elm

Street type	Street direction	City *	Province *
Street	W (West)	Toronto	ON (Ontario)

Postal code *

M5G 1G7

Business address

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

 Check if business address is same as mailing address

 Country * Canada USA International

 Type of address * Street address Street address served by route Other

Unit number	Street number *	Street name *
	14	Elm

Street type	Street direction	City *	Province *
Street	W (West)	Toronto	ON (Ontario)

Postal code *

M5G 1G7

Use the "Add new organization" button to add additional organizations to which this accessibility report is to be applied (maximum 20).

Note: All organizations must have the same organization category, number of employees range, compliance answers and certifier, and have different business numbers, in order to file under the same form.

Organization category Business / non-profit

Number of employees range 20-49

Filing organization legal name The Arts and Letters Club of Toronto

Filing organization business number (BN9) 108071796

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirementsBefore you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility.

Additional accessibility requirements apply if you are:

- [a municipality](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [a library board](#)

C. Accessibility compliance report questions**Instructions**

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Provide accessible customer service

1. Does your organization permit people with disabilities who are accompanied by a guide dog or service animal to keep the animal with them, unless otherwise excluded by law? *

 Yes No[Read O. Reg. 191/11 s.80.47: Use of service animals and support persons](#)[Learn more about your requirements for question 1](#)

Comments for question 1

2. If a person with a disability is accompanied by a support person, does your organization ensure that the persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on your premises? *

 Yes No[Read O. Reg. 191/11 s.80.47\(4\): Use of service animals and support persons](#)[Learn more about your requirements for question 2](#)

Comments for question 2

3. Does your organization ensure that the required persons receive training on the accessibility standards for customer service? *

 Yes No[Read O. Reg. 191/11 s.80.49: Training for staff](#)[Learn more about your requirements for question 3](#)

Comments for question 3

4. Has your organization established a process for receiving and responding to feedback on the accessibility of its customer service and does it make information about the feedback process readily available to the public? * Yes No

[Read O. Reg. 191/11 s.80.50: Feedback process for providers of goods or services](#)

[Learn more about your requirements for question 4](#)

Comments for question 4 We have yet to receive any comments.

5. Other than the requirements cited in the above questions, is your organization complying with all other requirements in effect under the Customer Service Standard? * Yes No

[Read O. Reg. 191/11: Part IV.2: Customer Service Standard](#)

[Learn more about your requirements for question 5](#)

Comments for question 5

Organization category Business / non-profit	Number of employees range 20-49
Filing organization legal name The Arts and Letters Club of Toronto	
Filing organization business number (BN9) 108071796	

Fields marked with an asterisk (*) are mandatory.

D. Accessibility compliance report summary

Your responses to the questions on your accessibility report indicate that your organization is in compliance with AODA standards.

Your organization may be audited to verify compliance.

E. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Accessibility Directorate to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

- I certify that I have the authority to bind all organizations specified in Section A of this form, *
- I certify that all the required information has been included in this report, and, *
- I certify that the information in this report is accurate. *

Certification date (yyyy-mm-dd) * 2017-07-11

Certifier information

Last name * McKeown		First name * Fiona	
Position title * General Manager	Business phone number * 419 597-0223	Extension 8	<input type="checkbox"/> Check here if TTY
Email * manager@artsandlettersclub.ca	Alternate phone number	Extension	Fax number

Primary contact for the organization(s)

- Check if the primary contact is same as the certifier

Last name * McKeown		First name * Fiona	
Position title * General Manager	Business phone number * 419 597-0223	Extension 8	<input type="checkbox"/> Check here if TTY
Email * manager@artsandlettersclub.ca	Alternate phone number	Extension	Fax number



The Arts and Letters Club of Toronto - Accessibility Customer Service Plan ("Service Plan")

Providing Goods and Services to People with Disabilities

The Arts and Letters Club of Toronto ("the Club") is committed to excellence in serving all its customers and members, including people with disabilities. This Service Plan is drafted in accordance with the Accessibility for Ontarians with Disabilities Act 2005 and the Regulations hereunder.

Assistive Devices:

We will ensure that our staff are trained and familiar with the various assistive devices, if available on our site, or that may be used by people with disabilities while accessing our site and our goods and services.

Communication:

We will provide in a timely manner or arrange for the provision of accessible formats and communication support for people with disabilities that take into account the person's accessibility needs due to disability.

Service Animals:

We welcome persons with disabilities and their service animals on our premises, and we shall ensure that a person may keep the animal with him or her while on our premises.

Support Persons:

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on the Club premises. Fees for meals, beverages and admission to the Club events where applicable, will be charged to the support person. These arrangements will be communicated to the support person at the time the reservation is made.

Establishment of Policies, Practices and Procedures:

The Club will establish policies, practices and procedures governing the provision of goods and services to persons with disabilities.

The Club will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following:

---the goods and services must be provided in a manner that respects the dignity and independence of the person with disabilities;

---the provision of goods and services to persons with disabilities and others must be integrated, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods and services;

---persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods and services.

Notice of Availability of Documents:

The Club will notify the public and its members that our policies are available on request and are included in the Club’s Rules of Conduct and Employees’ Manual. The notice will be given by posting the information at a conspicuous place in the Club and on the Club’s website.

Modification to this or other policies:

Any present policy of the Club that does not respect and promote the dignity and independence of people with disabilities will be modified or deleted.

Notice of Temporary Disruption:

In the event of a planned or unexpected disruption to services or facilities for persons with disabilities, for example the stair lift, elevator or accessible washrooms, we will promptly post a notice. This clearly posted notice will include information about the reason for the disruption, anticipated length of disruption and a description of alternative facilities or services, if available. The notice will be posted at a conspicuous place in the Club such as the entrance by the front door, the elevator or washroom.

Emergency Procedures:

The Club will provide emergency procedures, plans or public safety information to its members and to the public in an accessible format upon request. The Club will provide individualized workplace emergency response information to any employee with a disability if the disability is such that individualized information is necessary.

Training:

The Club will provide training to employees, volunteers and others who deal with the public or other third parties on its behalf. Training will also be provided to persons involved in the development of policies, plans and procedures governing the provision of goods or services.

Individuals in the following positions will be trained in accordance with Ontario Regulations 191/11 section 7(1) and 429/07 section 6, of the Accessibility for Ontarians with Disabilities Act 2005 (“the Act”):

All employees including managerial, supervisory, administrative and service staff. Volunteers involved in any event where the Club is open to the public (i.e. Doors Open, Nuit Blanche, Ice Wine and Dine) will receive training either on the day of or in advance of the public event. All persons, such as the Board of Directors, who participate in developing the organizations policies, practices and procedures in relation to persons with disabilities will also receive training.

The training will include:

--an overview of the Act and the requirements of the customer service standard.

--a review of the Club's Accessible Customer Service Plan.

--how to interact and communicate with persons with various types of disability.

--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 stair lift and how to deal with a temporary disruption of services.

--what to do if a person with a disability is having difficulty in accessing the Club's goods and services.

Employees will also be trained when changes are made to our Accessible Customer Service Plan. Training will also be provided on an ongoing basis in connection with changes to the various policies, practices and procedures governing the provision of goods and services to persons with disabilities.

Feedback Process:

The Club will establish a process for receiving and responding to feedback about the manner in which it provides goods and services to persons with disabilities and will make such information about the process available to the public. Customers who wish to be provided feedback on the way the Club provides goods and services to people with disabilities can communicate with the Club in person, by e-mail, verbally by phone, or in writing to the Club's General Manager. Customers can expect to receive a response within 24 hours.