

Accessibility Policy

Providing goods, services or facilities to people with disabilities

Stratford Perth Museum is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Stratford Perth Museum understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Stratford Perth Museum is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Stratford Perth Museum is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them.

Service animals

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

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. There will be no admission charge for a support person accompanying a person with a disability.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Stratford Perth Museum will notify customers promptly via our website and social media. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training

Stratford Perth Museum will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within two weeks of being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Stratford Perth Museum's policies 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 equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- These include power doors, elevator, washrooms.
- What to do if a person with a disability is having difficulty in accessing our services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

Feedback process

Stratford Perth Museum welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback via email, mail, by telephone, in person.

All feedback, including complaints, will be directed to and addressed by the general manager. Customers can expect to hear back within 7 days.

Stratford Perth Museum will ensure sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability of documents

The Stratford Perth Museum's Accessibility Policy will be available to the public via our website. Notice of that availability will be posted in our reception area. A hard copy of the policy will be available by request. The Stratford Perth Museum will ensure the policy is available in an accessible format at no additional cost.

Modifications to this or other policies

Any policies of the Stratford Perth Museum that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

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