



ACCESSIBLE VISITOR SERVICE POLICIES

Providing Goods and Services to People with Disabilities

The MacLaren Art Centre is committed to excellence in serving all Gallery visitors including people with disabilities.

Assistive Devices

We will ensure that our staff is trained and familiar with the assistive devices that may be used by visitors with disabilities while accessing our programmes or services. The present devices at the MacLaren Art Centre include the ramp to the front door, elevator, chair lift to café and automatic door. Training will be provided for additional devices if the need arises in the future.

Communication

We will communicate with people with disabilities in ways that takes into account their disability.

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 or at our functions without additional fees. Our Greeters will communicate this to visitors. Notices will also be posted on our website and at the reception desk.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for visitors with disabilities (i.e. in ability to use the front door ramp, chair lift to café, elevator or automatic door) the MacLaren Art Centre will notify visitors on our website, with signage at front door and the reception desk. Visitors will be given the reason for the disruption, its anticipated length of time and a description of alternative facilities or services available.

Training for Staff and Volunteers

The MacLaren Art Centre will provide Accessibility Standard for Visitor Service training to employees, volunteers and others who deal directly with the public, including volunteer Greeters and Gallery Guides. Training will be provided to new staff and volunteers during the first week of orientation.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the visitor service standard
- The MacLaren Art Centre's plan related to the visitor 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
- Who to approach for assistance with the chair lift to the café, service elevator and automatic front door
- What to do if a person with a disability is having difficulty in accessing the MacLaren Art Centre's programmes and services

Feedback Process

Visitors who wish to provide feedback on the way the MacLaren Art Centre provides programmes and services to people with disabilities can e-mail the Gallery, make verbal suggestions, or write a letter. All feedback will be directed to the Executive Director and then shared with the members of the Joint Health & Safety Committee to review. Visitors can expect to hear back from the Executive Director and/or a Health & Safety Committee representative promptly in order to resolve the issue in a timely manner.

Modifications to this or Other Policies

Any policy of the MacLaren Art Centre that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.