

ACCESSIBILITY POLICIES

Policy # HR012-1
November 1, 2015

Statement of Commitment

The Aga Khan Museum (AKM) endeavours to provide its services and programs in a way that respects the independence and dignity of all persons and encourages integration and equality of opportunity. AKM is committed to preventing, identifying and removing barriers that impede the ability of persons with disabilities to access our services and programs. This includes members of the public, suppliers, employees and volunteers and is an integral part of our commitment to a diverse and inclusive workplace and community.

The following policy as required by the *Accessibility for Ontarians with Disabilities Act, 2005* will guide our commitment to improving accessibility by outlining practices and procedures to help identify and remove barriers that impede a person's ability to access our services and programs.

Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy

Intent

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Information and Communications Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy applies to the provision of information and communications services and materials for people with disabilities.

All information and communications materials and services provided by Aga Khan Museum shall follow the principles of dignity, independence, integration and equal opportunity. AKM reserves the right to amend this policy from time to time.

Definitions

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – An electronic or digital format that facilitates conversion into an acceptable format.

Scope

The scope of this policy covers all full-time and part-time employees, volunteers, and interns.



Guidelines

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. General Requirements
- B. Feedback Process
- C. Accessible Formats and Communication Supports
- D. Emergency Procedures, Plans or Public Safety Information
- E. Accessible Websites and Web Content
- F. Education and Training Resources
- G. Training to Educators
- H. Exceptions
- I. Review

A. General Requirements

General requirements that apply across all of the four (4) standards, Information and Communications, Employment, Transportation and Design of Public Spaces, are outlined as follows:

Establishment of Accessibility Policies and Plans

AKM will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

AKM will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon advance request.

AKM will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

AKM will review and update its accessibility plan once every five (5) years and will establish, review and update the accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement AKM's accessibility plan. If requested, the report shall be created in an accessible format.

B. Feedback Process

AKM shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.



Submitting Feedback

Customers can submit feedback to:
Museum Operations Manager
+1 416.646.4677 ext. 7764
Aga Khan Museum
77 Wynford Drive
Toronto, Ontario
M3C 1K1
elizabeth.mcarthur@akdn.org

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so, to any AKM employee at the Front Desk.

Customers who provide formal feedback will receive acknowledgement of their feedback if contact information has been submitted.

C. Accessible Formats and Communication Supports

Unless deemed unconvertible, AKM will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon advance request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

AKM will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

AKM will make the availability of accessible formats and communication supports publicly known.

D. Emergency Procedures, Plans or Public Safety Information

AKM will ensure that all publicly available safety and emergency information (e.g. evacuation procedures, floor plans etc.) is provided in an accessible format or with appropriate communication supports, upon request.

E. Accessible Websites and Web Content

AKM will ensure that our website conforms to the Web Content Accessibility Guidelines (WCAG) 2.0 in accordance with the schedule set out in the IASR.

F. Education and Training Resources and Materials

Upon advance request of at least 3 weeks notice, AKM shall provide or arrange for the provision of the following information in an accessible format to visitors who participate in the Museum's educational programs:

- Training resources and materials*;
- Program information (e.g. descriptions and availability).

Accessible formats will take into account the needs of the individual to whom the material is being provided.

**Training resources and materials may be provided in an accessible or conversion-ready format.*



G. Training to Educators

In addition to the general training requirements AKM will provide all staff and volunteers in the Education Department with, accessibility awareness training.

Records

AKM will maintain a record of all training provided. Training will include the dates on which training was provided and the number of people that were trained.

H. Exceptions

The Information and Communications Standard does not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, Aga Khan Museum will ensure that the individual who made the request is provided with an explanation and a summary of the information.

Aga Khan Museum will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

I. Review

This policy will be reviewed regularly to ensure that it is reflective of AKM's current practices and legislative requirements.