

Accessible Visitor Service Policies for the Art Gallery of Algoma

Providing Goods and Services to People with Disabilities

The Art Gallery of Algoma 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 services. The present devices at the Art Gallery of Algoma include the automatic door at the front entrance and the wheel chair located at the front entrance. 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 at the regular cost of admission. Our Greeters will communicate this to visitors.

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 automatic door) the Art Gallery of Algoma will notify visitors with signage at the front door and the reception desk. Greeters will assist visitors when needed.

Training for Staff and Volunteers

The Art Gallery of Algoma will provide Accessibility Standard for Visitor Service training to permanent employees, part-time volunteers and seasonal staff who deal directly with the public. Training will be provided to new permanent staff during orientation and training.

Training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2013 and the requirements of the visitor service standard.

The Art Gallery of Algoma'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.

What to do if a person with a disability is having difficulty in accessing the Art Gallery of Algoma services.

Feedback Process

Visitors who wish to provide feedback on the way the Art Gallery of Algoma provides services to people with disabilities can e-mail the Gallery, make verbal suggestions, write a letter or fill in a suggestions form available at the front desk. All feedback will be directed to the Visitor Services and Public Engagement Coordinator and then shared with the Gallery Director and members of the staff to review. Visitors can expect to hear back from Visitor Services promptly in order to resolve the issue in a timely manner.

Modifications to this or Other Policies

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