

AODA – Integrated Accessibility Standards Regulation (IASR) Policy

Intent

The AGH strives to make its collections, exhibitions, programs and services accessible to our visitors with disabilities. We are committed to work in partnership with staff, volunteers and the community to identify, prevent and remove barriers to participation.

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.

In demonstrating leadership, the AGH is:

- Integrating access so it will positively impact all people.
- Focusing on innovative accommodation in the area of program development.
- Reviewing initiatives on an ongoing basis to meet and exceed, where possible, the compliance requirements of the *Customer Service Standard of the Accessibility for Ontarians with Disabilities Act (AODA)*.
- Including enhancements and improvements to accessibility in the AGH budget.

All goods and services at the AGH will be provided in a manner that respects the dignity, independence, integration and equal opportunity of people with disabilities.

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.

Dignity - service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.

Disability -

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”).

Environmental Restoration – Activities that will benefit the environment.

Exterior Paths of Travel – Refers to sidewalks and walkways designed and constructed for pedestrian travel and intended to provide a functional route from Point A to Point B, rather than a recreational experience.

Independence - when a person with a disability is allowed to do things on their own, without unnecessary help or interference from others.

Integration and Equal Opportunity - service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable a person with disability to access goods or services. They should not have to make significantly more effort to access or obtain service. They should also not have to accept inconvenience or lesser quality. Sometimes this may mean that the AGH has to treat individuals slightly differently so that they can benefit fully from the services.

Performance Management – Activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Redeployment – The reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

Redeveloped – A planned significant alteration to a public space. It does not include maintenance activities or environmental restoration.

General Principles

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

- 1) General Requirements
- 2) Accessibility Policy
 - a. Assistive Devices
 - b. Communicating with a visitor with a Disability
 - c. Service Animals
 - d. Support Persons
 - e. Temporary Disruption of Service
 - f. Process for receiving and Responding to Feedback
 - g. Customer Service Training
 - h. Posting of Document
 - i. Additional AGH Policies and Procedures to Enhance the Visitor Experience
- 3) Information and Communications Policy
 - a. Feedback Process
 - b. Accessible Formats and Communication Supports
 - c. Emergency Procedures, Plans or Public Safety Information
 - d. Accessible Websites and Web Content
 - e. Education and Training Resources
 - f. Training to Educators
 - g. Records
 - h. Producers of Educational or Training Material
 - i. I. Exceptions
- 4) Employment Policy
 - a. Recruitment, Assessment and Selection
 - b. Accessible Formats and Communication Supports for Employees
 - c. Workplace Emergency Response Information
 - d. Documented Individual Accommodation Plans
 - e. Performance Management and Career Development and Advancement
 - f. Return to Work
 - g. Redeployment
- 5) Design of Public Space Policy
 - a. Outdoor Public Use Eating Areas
 - b. Outdoor Play Spaces
 - c. Exterior Paths of Travel
 - d. Obtaining Services
 - e. Maintenance
 - f. Exceptions
- 6) Review

1) General Requirements

General requirements that apply across all of the five (5) standards (information and communication, employment, transportation, design of public spaces, and customer service) are outlined as follows.

Establishment of Accessibility Policies and Plans

Art Gallery of Hamilton will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

Art Gallery of Hamilton 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 request.

Art Gallery of Hamilton 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.

Art Gallery of Hamilton will review and update its accessibility plan once every five (5) years and will establish, review and update our 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 Art Gallery of Hamilton's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

Art Gallery of Hamilton will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

Art Gallery of Hamilton will provide training for its employees and volunteers regarding the IASR and the [Ontario Human Rights Code](#) as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Art Gallery of Hamilton's policies, and all other persons who provide goods, services or facilities on behalf of Art Gallery of Hamilton.

Training will be provided as soon as is reasonably practicable, but no later than January 1, 2015. Training will be provided on an ongoing basis to new employees and as changes to Art Gallery of Hamilton's accessibility policies occur.

Records

Art Gallery of Hamilton will maintain records on the training provided, when it was provided and the number of employees that were trained.

2) Accessibility Policy

a) Assistive Devices

The AGH is committed to serving people with disabilities, and ensuring that those who use assistive devices will benefit from enjoying a fulfilling experience.

Procedures:

We ensure that:

Our employees, volunteers and interns are aware of and trained on the various assistive devices provided by the AGH that may be used by visitors with disabilities while accessing our programs, products and services. (Assistive devices are devices that are used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations.)

The Art Gallery of Hamilton currently has the following assistive devices:

- FM assisted listening device
- Large print
- Magnifying glasses
- Tactile tours
- Wheelchairs
- Furniture risers for tables
- Alternate information for inaccessible spaces.

Designated staff in Education, Event services, Visitor Services and Security, are trained in the safety and use of wheelchairs.

b) Communicating with a Visitor with a Disability

The AGH's policies and procedures take a person's disability into account when communicating with the individual. Two-way communication is a process of providing, sending, receiving and understanding information. To communicate in an effective way, the AGH considers how the disability affects the way that the person expresses, receives or processes communications. Where possible, the AGH asks the visitor directly the best way to communicate with him/her.

Procedures:

The AGH uses a variety of ways, wherever possible, to make communications more accessible by:

- Considering the needs of people with disabilities during the planning stage of services and communication development.
- Using plain language to make a document easier to read for people with certain learning disabilities.
- Offering information in alternate formats:
 - Hand-write or type information back and forth;
 - Large print maps;
 - Printed hand-outs of commonly used information;
 - Large print of commonly used information for people who have low vision;
 - E-mail as an alternate channel to provide accessible communication.

c) Service Animals

The AGH is committed to welcoming visitors with disabilities who are accompanied by a trained, accredited service animal. A service animal may accompany a visitor or any third party with a disability to all parts of our premises that are open to the public. Service animals may be used for, but not limited to, the following disabilities: vision loss, physical disability, hearing loss, autism, epilepsy etc. Although service animals are most commonly dogs, other service animals could include, but are not limited to, ferrets, monkeys etc. The AGH ensures that all employees, volunteers, interns, third parties and others dealing with the public are properly trained in how to interact with people with disabilities, who are accompanied by a service animal.

Procedures:

To be considered a service animal under this standard, it must either be readily apparent that the animal is being used because of a person's disability or the person with a disability may be asked to provide a letter from a physician or nurse confirming that it is required because of his or her disability. The AGH does enforce a general by-law that does not permit pets on the premises, including the AGH property surrounding the building. Service animals are not pets - they are working animals. They are used by people with disabilities to overcome barriers much like assistive devices such as a white cane or a wheelchair.

At times, due to capacity, visitors with disabilities accompanied by service animals may be advised that the crowded conditions may make it difficult to manoeuvre.

Guide dogs or other service animals, including service animals in training, are allowed to accompany people with disabilities on the AGH premises open to the public.

If the service animal is causing a disturbance for other visitors, the visitor and accompanying service dog may be required to leave the area or the AGH.

The owner is responsible to "stoop and scoop".

The AGH anticipates there will be special situations and is prepared to make every effort to accommodate the circumstances on an individual basis, as they arise, keeping safety to the visitors, service animals and art work in mind.

d) Support Persons

The AGH is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person is allowed to enter the AGH's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on the AGH premises.

A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services.

Procedures:

A visitor with a disability, accompanied by a support person, pays regular admission to the AGH.

Fees are not to be charged for the support person. Complimentary admission for one support person is the standard. Additional requests are addressed on a case by case basis. Visitors are informed of this through the AGH's communication to the public.

At events where food and/or beverages are served, a support person who wishes to participate in the food and/or beverage service will be charged the regular price. Support persons may exclude themselves from the food or drink service, and accompany the visitor with a disability at no charge. In the case of studio programs, if the support person wishes to participate in the art-making activities, they will be charged the regular price; if they choose not to participate, they will not be charged.

For pricing for special events – such as the annual fundraising gala or the Fall fashion event – where food and/or beverage is an integral part of the event, please contact the Gallery for further information.

e) Temporary Disruption of Service

The AGH is aware that temporary disruptions of services (daily functions – elevators, physical operations) and programs may occur due to reasons that may or may not be within the AGH's control or knowledge. The AGH makes a reasonable effort to provide advance notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available.

Procedures:

Where possible, advance notice is made available for updates through the following networks, as appropriate.

- <http://www.artgalleryofhamilton.com/>
- Telephone recordings;
- Temporary signage;

In the event of an unexpected disruption, advance notice is not possible. In such cases, the AGH provides notice, as soon as possible, through its communication networks.

f) Process to Receive and Respond to Feedback

The AGH has a process in place for receiving and responding to feedback about how goods and services are provided to visitors with disabilities.

Procedures:

Visitors with disabilities can offer their feedback in the following ways:

Visitor Comment Book;

On-line at the AGH web site (specific e-mail links);

E-mail and telephone, (re-directed, as required, to the appropriate response employee);

In writing where correspondence is re-directed to the appropriate response employee;

In person to:

- AGH staff or management;
- Security
- Volunteers

The visitor is requested to provide their name and contact information (phone, e-mail).

Once feedback is received, the following actions are taken to respond:

- The feedback is directed to the appropriate person for action.
- The feedback is assessed for appropriate action. (Note: the Customer Service Standard does not require a response to be provided for all feedback).
- Visitors who provide feedback can expect an answer within two business days.

The feedback process is readily available to the public through:

- A notice on the web site;
- A sign in the AGH;
- A document describing the feedback process, available on request in different formats;
- Other communication networks, as appropriate.

The notice includes the following:

Dear Valued Visitor,

We strive to improve accessibility for our visitors with disabilities. We welcome your feedback. Please call 905-527-6610 and speak to the Educator x272, the Director of Marketing and Communications x237 or the Director of Finance and Human Resources x236 or e-mail info@artgalleryofhamilton.com to share your comments, or request a copy of our accessibility policy.

Thank you,

Management

g) Customer Service Training

The Art Gallery of Hamilton provides training to all employees, volunteers, interns, contract staff and all those who are involved in the development and approvals of customer service policies and procedures on providing goods and services to visitors with disabilities. The AGH ensures that third party and others, who deal with the public, have the required AODA training.

Procedures:

Individuals in the following positions are trained by the AGH:

- Board of Directors; Council of Governors;
- Management;
- Staff;
- Volunteers;
- Interns;
- Contract staff.

After January, 2012, new staff and volunteers will also receive training. This training will be provided as soon as practicable or as soon as it can be done in the circumstances, after an employee or volunteer commence their duties.

A variety of methods and time frames are used including formal and informal training sessions, presentations, train the trainer, Ministry of Community and Social Services web sites, e-training, printed material, hand outs, and fact sheets, dependent on need, job descriptions and functions. Training is also included as part of a larger training program, such as basic orientation, training on effective communication or general customer service.

The learning outcomes include:

- Awareness of the AODA, including the economic benefits to the organization.
- Awareness of the importance of access and the four principles of dignity, independence, integration and equal opportunity.
- An understanding of the impact on the individual's role.
- Increased confidence by the staff and volunteers when welcoming and hosting visitors with disabilities and their empowerment to respond to individual needs.
- Understanding that everyone who comes to the AGH has the opportunity to connect to the art in their own way within the boundaries of conservation, visitor safety and personal safety.
- Understanding of the AGH's commitment to access and its financial responsibility.
- Willingness to make a commitment to create solutions and explore possibilities.

The training content includes the following:

- The history of the legislation and the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 assistive devices available on the AGH's premises or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the AGH's goods and services.
- The AGH's policies and procedures relating to the customer service standard.
- The business case for access.
- Definitions of disability, dignity, independence, integration and equal opportunity.
- Visitor scenarios, specific to the AGH's experience.

On-going training in connection with any changes to the AGH's policies and procedures governing the provision of goods and services to people with disabilities is provided.

An evaluation process is in place for continuous improvement in training content and delivery.

Initial training will be completed by December 31st, 2011 to be compliant with January 1st, 2012 deadline. Training is recorded through HR records for staff, volunteers and interns and includes name, date and content.

h) Posting of Documents

Notices are posted, informing the public that the documents required by the Customer Service Standard are available upon request and will be provided in a format that takes a person's disability into account.

Procedures:

Documents are available through the following networks, as appropriate.

- <http://www.artgalleryofhamilton.com/> ;
- Signage.

i) Additional AGH Policies and Procedures to Enhance the Visitor Experience

In addition to compliance with the Customer Service Standard –AODA, the AGH has several additional policies and procedures to enhance the experience for visitors with disabilities. These include:

- Prohibited Items in Galley Spaces – a revised policy includes that visitors with disabilities are allowed to carry items that would otherwise be prohibited but that are required for medical reasons, in accordance with the AODA.
- Sit down service:
 - The counter at the front desk is at two different heights.
 - If required, employees leave the desk and come around to assist the visitor with a disability.
- Assistance is available in the Cafe – employees will come out from behind the counter to offer assistance when needed.
- Scooters are allowed – no size restrictions – in the AGH.
- An emergency plan is in place to assist visitors with disabilities via areas of safe refuge where visitors await rescue by the fire department in cases of emergency.
- All public areas are accessible, with the exception of the Central Staircase. The AGH has:
 - Wheelchair accessible ramps leading to the entrance from the street.
 - Automated door openers at the main entrance.
- Currently all existing washrooms conform to the Building Code.
- The following programs are offered to visitors with disabilities upon request.
 - A pre-scheduled tactile tour with description for visitors with vision loss, designed to increase their opportunities to engage with art. Tour topics vary from month to month and include tactile experiences with art, plus verbal descriptions, combined with objects, sounds and smells that evoke connections to artworks in the collections. Tours are limited to 10 people and are free with admission; a companion accompanying the visitor with vision loss has free entry. With two week's notice tours can also be booked for other times.

All staff and volunteers delivering the specialized programs have received specific training for interacting with visitors with disabilities.

- Programs are only held in accessible areas.
- Site visits are being made in program areas to determine access barriers for participants with disabilities and identify solutions.

3) Information and Communications Policy

a) Feedback Process

Art Gallery of Hamilton will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request.

In accordance with the customer service standards, Art Gallery of Hamilton will make known the availability of accessible feedback formats.

b) Accessible Formats and Communication Supports

Unless deemed [unconvertible](#) Art Gallery of Hamilton will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

Art Gallery of Hamilton 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.

Art Gallery of Hamilton will make the availability of accessible formats and communication supports publicly known.

c) Emergency Procedures, Plans or Public Safety Information

Art Gallery of Hamilton 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.

d) Accessible Websites and Web Content

Art Gallery of Hamilton will ensure that our website, and where applicable web content, conforms to the Web Content Accessibility Guidelines (WCAG) as outlined in the IASR, and will refer to the legislation for specific compliance deadlines and requirements.

e) Education and Training Resources and Materials

Upon request, Art Gallery of Hamilton shall provide or arrange for the provision of the following information in an accessible format to students (past, current and potential) with disabilities:

- Training resources and materials*;
- Student records; and
- Program information (e.g. course requirements, 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.

f) Training to Educators

In addition to the general training requirements Art Gallery of Hamilton will provide all educators with, accessibility awareness training.

g) Records

Art Gallery of Hamilton 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) Producers of Educational and/or Training Materials

Art Gallery of Hamilton shall create and make available accessible or conversion-ready materials, including textbooks and print-based supplementary learning resources, upon request.

i) 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, Art Gallery of Hamilton will ensure that the individual who made the request is provided with an explanation and a summary of the information.

Art Gallery of Hamilton 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.

4) Employment Policy

a) Recruitment, Assessment and Selection

Art Gallery of Hamilton will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, Art Gallery of Hamilton will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of Art Gallery of Hamilton's policies and supports for accommodating people with disabilities.

b) Accessible Formats and Communication Supports for Employees

Art Gallery of Hamilton will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, Art Gallery of Hamilton will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform his/her job; and
- Information that is generally available to all employees in the workplace.

Art Gallery of Hamilton will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

c) Workplace Emergency Response Information

Where required, Art Gallery of Hamilton will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Art Gallery of Hamilton reviews general emergency response policies.

d) Documented Individual Accommodation Plans

Art Gallery of Hamilton will ensure that our website and all web content published after January 1, 2012, conform to the Web Content Accessibility Guidelines (WCAG) 2.0 and will refer to the schedule set out in the IASR for specific compliance deadlines.

Art Gallery of Hamilton must also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans should include specific elements, including:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The ways that an employer can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The ways that an employee can request the participation of a representative from their bargaining agent or other representative from the workplace (if the employee is not represented by a bargaining agent) for the creation of the accommodation plan;

- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done;
- The way in which the reasons for the denial of an individual accommodation plan will be provided to the employee; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.
- The individual accommodation will also:
 - Include information regarding accessible formats and communication supports upon request;
 - Where needed, include individualized workplace emergency response information; and
 - Outline all other accommodation provided.

e) Performance Management and Career Development and Advancement

Art Gallery of Hamilton will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be consulted, as required.

f) Return to Work

Art Gallery of Hamilton will develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work.

The return to work process will outline the steps Art Gallery of Hamilton will take to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).

g) Redeployment

The accessibility needs of employees with disabilities will be taken into account in the event of redeployment.

Individual accommodation plans will be consulted, as required.

5) Design of Public Space

a) Outdoor Public Use Eating Areas

Art Gallery of Hamilton is committed to ensuring that any newly constructed and/or redeveloped outdoor public use eating areas have a minimum 20% of tables that are made accessible in accordance with the Integrated Accessibility Standards, section 80.17.

b) Outdoor Play Spaces

Consultation

Prior to constructing or redeveloping an outdoor play space, Art Gallery of Hamilton shall consult on the needs of children and caregivers with disabilities with the public and persons with disabilities

Accessibility in Design

Art Gallery of Hamilton will ensure that any new or redesigned outdoor play spaces incorporate various accessibility features (e.g. sensory and active play components) into their design and are constructed in accordance with the requirements outlined in the Integrated Accessibility Standards, section 80.20.

c) Exterior Paths of Travel

To ensure the health and safety of all pedestrians, any newly constructed or redeveloped exterior paths of travel will meet, and where possible exceed, the technical requirements of the Integrated Accessibility Standards, section 80.23, and where applicable, sections 80.24 – 80.28.

Consultation on Rest Areas

Prior to constructing or redeveloping rest areas on exterior paths of travel, Art Gallery of Hamilton shall consult on the needs of children and caregivers with disabilities with the public and persons with disabilities (**municipalities must consult a municipal accessibility advisory committee**).

d) Obtaining Services

Service Counters

When constructing or replacing any service counters, Art Gallery of Hamilton will ensure that at least one (1) counter is made accessible in accordance with the *Integrated Accessibility Standards*, [section 80.41](#).

Fixed Queuing Guides

When constructing new fixed queuing guides, Art Gallery of Hamilton will ensure that they are made accessible to people with various disabilities in accordance with the *Integrated Accessibility Standards*, [section 80.42](#).

Waiting Areas

When constructing or redeveloping an existing waiting area, Art Gallery of Hamilton will ensure that a minimum of 3% of the seating is made accessible. Art Gallery of Hamilton will ensure that there will be at least one (1) accessible seat.

e) Maintenance

Art Gallery of Hamilton shall ensure that our multi-year accessibility plan addresses:

- Preventive and emergency maintenance procedures for the accessible elements in public spaces; and
- Procedures for temporary disruptions to accessible elements.

f) Exceptions

There may be times where it is not possible for Art Gallery of Hamilton to meet all technical requirements as outlined within legislation. In these instances, Art Gallery of Hamilton will strive to meet the requirements to the fullest extent to allow for accessible use with particular constraints as addressed in legislation.

6) Review

This policy will be reviewed regularly, by the AODA committee, to ensure that it is reflective of Art Gallery of Hamilton's current practices as well as legislative requirements.