



## Museums of Burlington Visitor Accessibility Policy

### Commitment

The Museums of Burlington (“MoB”) is committed to providing services that are accessible to all persons who wish to visit the MoB or participate in programs. All services and communications will be provided in a manner that respects the dignity and independence of persons with disabilities. The MoB strives to provide or modify services in a way that is convenient and accessible, where possible.

The MoB will also use best efforts to provide communication supports in accessible formats when requested and incorporate accessible design features while procuring or updating facilities.

This policy along with a detailed MoB *Access Guide* outlining accessibility on the premises can be found on the MoB website, or by calling one of the museum locations prior to your visit.

### Definitions

**"Disability"** means

- 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,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**“Service animal”** refers to an animal used by a person for reasons relating their disability. An animal is a service animal for a person with a disability if,

- the animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- the person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the disability:

A **“support person”** in relation to a person with a disability, is another person who accompanies them in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

**“Assistive devices”** are any products, instruments, equipment or technological aids used by persons with disabilities to help prevent, compensate, relieve or neutralize a disability. They may include Braille recorders, recording devices, Blissymbolics boards or devices, and more.

A **“barrier”** is anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

## **Equal Opportunity to Goods and Services**

The MoB is committed to excellence in serving all visitors and adapting services to include persons with disabilities.

All staff and volunteers have completed training regarding the AODA, Ontario Human Rights Code as well as Accessible Customer Service Standards as a tool to educate all on effective communication and practices for an inclusive environment.

## **Communication**

MoB staff and volunteers will communicate with persons with disabilities in a way that considers their abilities while respecting their dignity and independence.

If an accessible format of communication is required, please contact the Museums of Burlington prior to your visit so staff can endeavour to acquire the format most suitable to you.

## **Assistive Devices**

The MoB welcomes persons with disabilities to use their own Assistive Devices to obtain, use or benefit from the goods, services and facilities the MoB offers.

Where Assistive Devices are available, the MoB will ensure they are kept in good working order and staff will inform the public of their availability. Staff will be trained to properly use these Assistive Devices.

## **Support Animals**

The MoB welcomes people with disabilities who are accompanied by a Service Animal. Staff and volunteers will be properly trained to interact with people who are accompanied by a Service Animal. If it is not readily apparent that the animal is a Service Animal, employees may ask for Service Animal certification documentation.

It is the responsibility of the person to control the Service Animal. MoB staff may ask persons accompanied by a Service Animal to leave the premises under the following circumstances;

- lack of official Service Animal certification/documentation
- frequent barking or accidents inside
- the animal is uncontrollable or aggressive
- the animal poses a health and safety risk to others

## **Support Persons**

The MoB welcomes persons with a disability who are accompanied by a Support Person to assist with communication, mobility or other medical needs.

Support Persons when assisting a person with a disability are permitted at no charge where an admission fee is applicable.

Should a Support Person accompanying a person with a disability also need to attend a confidential meeting where personal or confidential information is discussed, MOB will require the Support Person to sign a Confidentiality or Non-Disclosure Agreement.

## **Notice of Temporary Disruption**

In the event of planned or unexpected disruption(s) in the facilities or services normally used by persons with disabilities, a public notice will be made available (Via MoB website, social media, notices at entrances or verbally by reception staff). The notice will contain the reason for the disruption, length of disruption, and potential alternatives, if available.

## **Design of Public Spaces**

### **Joseph Brant Museum**

The newly renovated Joseph Brant Museum was designed to be a welcoming and inclusive environment to serve all residents. This includes accessible entrances, doors and washrooms as well as wheelchair accessible reception desk and exhibit spaces. Large, high contrast fonts in the museum exhibits were also utilized. With prior notice, the MoB may also offer a guided verbal tour to those unable to enjoy the self-guided galleries.

An online virtual tour inside Joseph Brant Museum is also available by visiting;  
<https://my.matterport.com/show/?m=6SdEQ2qEyEJ>

### **Ireland House**

Ireland House is a heritage property. In order to protect the building's legacy and preserve the original craftsmanship, making accessible modifications to the 1835s Ireland House poses unique challenges. Staff are dedicated to providing accessible alternatives so all guests can participate in the stories of Ireland House Museum including virtual guided tours when given prior notice. An online tour inside Ireland House is also available by visiting;  
<https://my.matterport.com/show/?m=ZNjhQVggHtn>

The Interpretive Centre located on the Ireland House property is an accessible facility equipped with ramps, power doors and accessible washrooms.

For further details or requests, please contact [museuminfo@burlington.ca](mailto:museuminfo@burlington.ca) prior to your visit or view the *Access Guide* located on the MoB website.

## **Training**

The MoB will ensure all staff and volunteers are appropriately trained on the AODA, the *Ontario Human Rights Code*, and Accessible Customer Service Standards. Staff and volunteers will be knowledgeable and skilled in providing goods, services, programs and opportunities to persons with disabilities with practices based on dignity, respect and independence.

Training will be provided in an ongoing manner as long as there are changes to policies or practices governing the provision of services to persons with disabilities.

### **Employment**

The MoB is committed to removing Barriers during the recruitment and selection process. During recruitment, the MoB will inform potential applicants in the job posting that reasonable accommodations are available during the selection process upon request. Where an applicant has made a request for accommodation, staff will consult with the applicant to endeavor to acquire an appropriate form of accommodation best suited to their needs.

### **Feedback**

Comments and suggestions are welcome and appreciated. If you have a suggestion or complaint regarding accessibility please contact [museuminfo@burlington.ca](mailto:museuminfo@burlington.ca) or call us at (905) 634-3556

Approved by	Kimberly Watson, Director of Museums
Effective Date	January 2022
Supersedes	New
Review Date	January 2023
Related Documents	MOB Access Guide