

Royal MTC Accessibility Policy

Royal MTC is committed to excellence in serving all patrons and donors, including people with disabilities. As such, Royal MTC is committed to complying with The Accessibility Customer Service Standards under the Accessibility for Manitobans Act.

Communication

Royal MTC will communicate with people disabled by barriers in ways that take into account the nature of the barrier. We will work with the person to determine the barrier and what method of communication works for them.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our theatre and facilities. In cases where the assistive device presents significant and unavoidable health or safety concerns, other measures will be used to ensure the person with a disability can access our theatre and facilities. We will ensure that employees are trained and familiar with the various assistive devices that we provide.

Supportive Persons

A person with a disability is welcomed to be accompanied by a support person to any of our performances. Royal MTC offers a discount for support persons who accompany a person with a disability to our theatre. Please call our Box Office during regular Box Office hours at (204) 942-6537 for more information.

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. Where it is not easy to identify that an animal is a service animal and if appropriate, staff may ask: Is the animal assisting you? What assistance has the animal been trained to provide related to your disability?

Maintain Barrier Free Access

Royal MTC will do its best to maintain barrier free access by:

- Keeping hallways and waiting/meeting rooms clear of clutter
- Keeping entrance ways clear of snow and ice
- Ensuring the placement of standing signage is not a tripping hazard
- Having space for mobility devices in our public areas

Notice of Temporary Disruption

In the event of a planned or unexpected disruption of services or facilities for customers disabled by barriers, Royal MTC will promptly post notices, and when possible, announce the disruption. A clearly posted notice or announcement will include information about the reason for the disruption, it's anticipated length of time, and a description of alternative facilities or services, if available.

Feedback Process

We welcome feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Please fill out the form on our Accessibility Page, all responses will be reviewed by our staff.

We will make sure our feedback process is accessible to people with disabilities by providing accessible formats and communication supports, on request.

Training

We will provide accessible customer service training to employees and volunteers as they interact with our patrons and donors. Training will include but is not limited to: understanding the Accessibility for Manitobans Act, the requirements of the Accessibility Standard for Customer Service, and how to interact and communicate with people disabled by barriers.

Review and Updates

MTC will monitor this Policy and make adjustments where necessary. If you have any concerns with the Policy, please bring them to the attention of the Front of House Manager, the Director of Patron Services or the Executive Director.