



# Royal Manitoba Theatre Centre Accessibility Policy

---

## 1. Scope

This Policy applies to all operations that are owned, managed, or controlled by Royal Manitoba Theatre Centre (“Royal MTC” or the “Theatre”). This applies to all employees, including those who are permanent, temporary, casual, part-time, or on fixed-term contracts. This Policy also applies to individuals who are authorized to represent Royal MTC to patrons or members of the public and who have agreed to comply with the Theatre’s internal policies.

## 2. Purpose

This Policy is intended to comply with the principles and guidelines set out in *The Accessibility for Manitobans Act* (AMA). The content is designed to meet the requirements of the Customer Service Standard Regulation (under the AMA), as well as the Theatre’s own accessibility and inclusion goals. The Responsibilities described in Section 5 apply to all Royal MTC operations that the Theatre owns, manages, or controls. If any barriers to the Theatre’s programs, services, information, goods, or facilities are identified but cannot be removed or prevented, we seek to offer alternate ways to provide access.

## 3. Statement of Commitment to Accessibility

Royal Manitoba Theatre Centre is committed to providing a safe, dignified, and welcoming environment for everyone. We are committed to providing accessible and inclusive programs, services, information, goods, employment opportunities, and facilities, wherever possible. The Theatre is committed to meeting the requirements of *The Accessibility for Manitobans Act* (AMA) and all applicable accessibility and human rights legislation. We strive to incorporate the principles of dignity, independence, integration, and equality of opportunity in all of our operations.

## 4. Definitions

The following terms are used in this Policy and have the following meanings:

**Accessibility:** refers to the ability to access and benefit from a system, service, product, or environment. Accessibility means giving people of all abilities opportunities to participate fully in all aspects of everyday life.

**Accessible or Alternate Formats:** include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

**Assistive Devices:** include any device used to assist persons with disabilities, for example:

- Mobility assistive devices, such as a cane, walker, wheelchair, electronic scooter, or similar device used to assist with mobility;
- Communication devices, such as a hearing device, laptop computer, communication board, or similar device used to assist with communication; or
- Medical devices, such as a personal oxygen tank or similar device used to assist with medical requirements of a disability.

**Barrier:** can be anything – including anything physical, architectural, technological, attitudinal, related to information or communications, or anything that is the result of a system, policy, or practice – that hinders the full and equal participation in society of persons with a disability or functional limitation.

**Disability:** includes any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment—or a functional limitation—whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.

**Service Animal:** The Human Rights Code (Manitoba) and the AMA define a service animal as an animal that has been trained to provide assistance to a person with a disability, for reasons relating to that person’s disability.

An animal may be identified as a service animal for a person with a disability if:

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

Animals that provide comfort and companionship but are not trained to assist with a person’s disability, are not service animals.

**Support Person:** In relation to a person with a disability, a support person is any person who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs, or with access to goods, services, or facilities.

## 5. Responsibilities

### Training

Royal Manitoba Theatre Centre will provide required accessibility training to all employees and volunteers. This training will be provided during the initial onboarding period, when changes are made to Royal MTC's accessibility policies or procedures, and when changes are made to applicable accessibility legislation.

Accessibility training will cover, at minimum:

- Principles, goals, and customer service standards of *The Accessibility for Manitobans Act* (AMA);
- An overview of the Human Rights Code (Manitoba) content that relates to persons with disabilities;
- How to interact and communicate with people with various types of disabilities;
- How to interact and communicate with persons with disabilities who use an assistive device or require the assistance of a service animal or support person;
- The process for access and use of any Royal MTC assistive devices or equipment available on-site;
- What to do if a person is having difficulty accessing Royal MTC's programs, services, information, goods, or facilities, and wants to communicate a complaint or provide feedback to the Theatre; and
- Details of Royal MTC's Accessibility Policy and procedures applicable to their role.

The Theatre will make every effort to incorporate training examples relevant to Royal MTC's programs, services, information, goods, and facilities. Training content will review how to identify, remove, and prevent barriers to accessibility at Royal MTC and how to increase inclusion in Theatre operations.

The Theatre will also ensure that those who are involved in the development and approval of accessibility-related policies, practices and procedures are trained on applicable accessibility legislation and Human Rights Code content that relates to persons with disabilities.

The Director of Human Resources will maintain training records for each Royal MTC employee.

### Information and Communication

Royal Manitoba Theatre Centre will provide information about the Theatre and its services, including public safety information, in accessible formats or with communication supports, upon request.

We will communicate with persons with disabilities in formats that take into account their disability and accessibility needs and, whenever possible, in the manner they request. Upon request, the Theatre will provide or arrange for the provision of accessible or alternate formats and communication supports for persons with disabilities, in a timely manner and at no additional cost to the individual.

If Royal MTC determines information or communication cannot be provided in the format requested, the Theatre will provide the individual making the request with an explanation. The Theatre will also provide a summary version of the information or communication requested.

### **Assistive Devices**

Royal Manitoba Theatre Centre is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from the Theatre's goods and services. Employees and volunteers will be trained on how to interact with persons with disabilities who use an assistive device. Employees will also be trained on how to use any Royal MTC assistive devices or equipment available on-site.

If an individual experiences a barrier when attempting to use their assistive device to access the Theatre's programs, services, information, goods, or facilities, Royal MTC employees will work with the individual to seek to provide alternate ways to accommodate their access request.

Royal MTC provides several types of assistive devices (for example, wheelchairs, assistive listening devices) for use by patrons at our performance venues. Designated Patron Services staff and volunteers at each facility are trained on the procedures for use of assistive devices.

For more information on how to ensure accessible seating while using a mobility device or how to access Royal MTC's on-site assistive devices, contact the Box Office or visit the Royal MTC Accessibility web page.

### **Service Animals**

Royal Manitoba Theatre Centre is committed to welcoming persons with disabilities who are accompanied by a service animal on Theatre premises that are open to the public and other third parties.

If a service animal is excluded by law from the premises (for example, in an area where food is being prepared in a commercial kitchen), then the Theatre will make every effort to enable the person with a disability to access services in an alternate manner, if possible.

Royal MTC employees and volunteers will be trained on how to interact with persons with disabilities who require the assistance of a guide dog or other service animal.

Service animals can often be identified through visual indicators. For example, a guide dog might be wearing a harness or a vest with a certification badge or it may be helping a person perform tasks. If a service animal cannot be identified easily, Royal MTC employees or

volunteers may request that the person with the animal provide documentation from a regulated health professional to confirm that the animal is required for reasons relating to their disability.

## **Support Persons**

Royal Manitoba Theatre Centre is committed to welcoming persons with disabilities who are accompanied by a support person. Royal MTC employees and volunteers will be trained on how to interact with persons with disabilities who require the assistance of a support person.

Any person with a disability who is accompanied by a support person will be allowed to access Theatre premises that are open to the public and other third parties. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on the premises. For ticketed performances or events, each person attending, including support persons, must have a valid ticket for that performance or event. Unless otherwise indicated, the same fees apply for support persons as for regular ticket holders.

For specific accessible seating requests or accommodation requests to ensure seating with an accompanying support person, patrons are requested to make accommodation requests with venue Box Office ticket sales staff at the time of ticket purchase. Royal MTC makes every effort to meet specific seating and accommodation requests for patrons with disabilities and accompanying support persons.

## **Notice of Temporary Disruption**

Royal Manitoba Theatre Centre will provide notice in the event of a planned or unexpected disruption in accessible services or facilities usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The Theatre will communicate details of the disruption to employees and the public using means that are appropriate to the service disruption. Notice of disruption of accessible services or facilities at Royal Manitoba Theatre Centre will be posted at the location of the disruption, at the front entrance of the facility, and where appropriate for the particular disruption. This may include our social media sites, service counters, Box Office ticket sales, emails or calls when required to communicate with patrons who have made accommodation requests, and notifications on our Interactive Voice Response (IVR) system.

For lengthy and planned disruptions, Royal MTC will post a notice on the Accessibility page of its website.

## **Accessibility Feedback**

Feedback regarding accessibility to goods and services and the manner in which Royal MTC employees and volunteers interact with others is welcome and appreciated. Customer feedback assists us in identifying and removing barriers to accessibility in our goods, services, and

facilities. Various contact methods are available to provide feedback and are listed on the Accessibility page of the Royal MTC website.

Within five business days, Royal MTC will provide an initial response to accessibility feedback. The Theatre will communicate with the individual providing feedback and will work with them to address and resolve complaints wherever possible. If necessary or if Royal MTC policies or procedures are affected, issues will be forwarded to the appropriate Theatre management team or to the Executive Director for review.

### **Establishment of Accessibility Policies and Plans**

Royal Manitoba Theatre Centre will create and maintain a multi-year accessibility plan outlining its strategy to identify, prevent and remove barriers and to meet its requirements under accessibility legislation. The Theatre will post its accessibility policy and multi-year accessibility plan on the Accessibility page of its website and will provide these documents in an alternate format upon request.

The Theatre will review and update its accessibility plan every two years, in consultation with members of its Accessibility Advisory Committee, Board members, and employees interested in providing feedback during the review period.

### **Hiring (for applicants)**

Royal Manitoba Theatre Centre is committed to being inclusive in our hiring policies. We will notify the public that we will accommodate the needs of people with disabilities throughout our selection and hiring process. During the selection process, we will include the following paragraph in print and online job postings:

*Royal Manitoba Theatre Centre is committed to building a diverse team through inclusive recruitment and selection. We welcome and encourage applications from individuals from a variety of backgrounds, perspectives, and communities that we seek to serve. If you have an accommodation request during the selection process, please inform us as soon as possible at [HR@royalmtc.ca or Hiring Manager] and we will make every effort to fulfill your request.*

When scheduling an interview, we will ask applicants if they have any accommodation requests. If an interview candidate requests an accommodation, we will discuss their request with them and make every effort to fulfill their accommodation requests.

### **Workplace and emergency information (for employees)**

Upon request by an employee, the Theatre will provide workplace information in an accessible or alternate format or offer communication supports when needed. Workplace information includes:

- Any information employees need to perform their jobs (for example, job descriptions and manuals); and

- General information that is available to all employees at work (for example, the Accessible Employment Policy, organization newsletters, bulletins about Royal MTC policies, and health and safety information).

We will work with employees with disabilities to develop individual accommodation plans where requested. If requested, these plans will also include individual emergency response plans and information to assist during an emergency or evacuation. Royal MTC provides individual emergency response information and will work with employees who request assistance to ensure employees with disabilities are supported during emergency and evacuation procedures.

The Theatre will take into account any accessibility needs identified by employees during performance management, career development and redeployment processes.

### **Public Spaces and Barrier-Free Access**

When building or making major changes to public spaces of its facilities, the Theatre will ensure that accessible designs are incorporated wherever possible.

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

- Keeping entrance ways clear of snow, ice, debris, and hazards;
- Keeping hallways, meeting rooms, and waiting areas clear of clutter;
- Ensuring that placement of standing signage is not a tripping or access hazard; and
- Providing safe access for mobility devices in our public areas.

### **Communicate accessibility policies**

Notice of availability of this and other Royal MTC accessibility policies, procedures, and plans will be displayed in a prominent way on Royal MTC premises and on the Accessibility page of its website.

If a person requests any Royal MTC public policy, procedure, or plan, the Theatre will provide it in a manner that takes into account the requested format, within a reasonable time, and at no cost to the person making the request.

The Theatre will inform all employees about policies to support people with disabilities. Its Accessibility Policy and Accessible Employment Policy will be reviewed with new employees when they are hired. If any Royal MTC accessibility policies or procedures are modified, all current employees and volunteers will be informed, and the documents will be updated at all posted locations.

### **Changes to existing Royal MTC policies**

Royal Manitoba Theatre Centre will modify or remove any existing Royal MTC policies that do not respect and promote the dignity and independence of people with disabilities.

## 6. Contact the Royal Manitoba Theatre Centre

If you have any questions or feedback, accommodation requests, or would like to request a copy of any Royal MTC accessibility policies or plans in an alternate format, contact us at:

Royal Manitoba Theatre Centre

Director of Patron Services

[Accessibility@royalmtc.ca](mailto:Accessibility@royalmtc.ca)

<b>Effective Date:</b>	March 2022
<b>Date Last Reviewed:</b>	New Policy
<b>Scheduled Review Date:</b>	March 2023
<b>Approved by:</b>	