

# Moore Museum Accessibility Plan

It is the goal of Moore Museum to provide high quality visitor experiences for persons of all ages and capabilities. This plan, therefore, outlines measures to ensure the best possible access to the Museum's exhibits and programs, in a manner that promotes dignity, independence, integration and equal opportunity.

## GENERAL PROVISIONS

### A. Training:

Sensitivity on the part of staff and volunteers to the various needs of all visitors is critical to providing a positive experiences. To this end, part of the orientation training for all staff (including volunteers) who interact with the public in any way includes Accessibility for Ontarians with Disabilities Act customer service training.

The format of this training is outlined in St. Clair Township's Accessibility Standards for customer service policy to include:

- a review of the purpose of the Accessibility of Ontarians with Disabilities Act, 2005
- a review of the requirements of the Accessibility Standards for Customer Service as prescribed under the Act
- instruction on the Township Policy and its procedures and practices pertaining to the provision of goods and services to persons with disabilities
- a review of this Moore Museum Accessibility Plan
- how to interact and communicate with persons with various types of disabilities
- what to do if a person with a disability is having difficulty accessing services
- how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal
- information about, and instruction for the use of, any equipment or devices available on the Museum's premises that may help with the provision of services to persons with disabilities.

## **B. Assistive Devices**

Moore Museum will ensure that staff are familiar with the various types of assistive devices that visitors may use and that use of any such devices is welcomed as visitors access our services. Safety issues will be addressed, such as oxygen tanks and open flame.

## **C. Communication**

Moore Museum staff will communicate with people with disabilities in ways that take into account their disability.

## **D. Service Animals**

Persons with disabilities are welcome to bring their service animals anywhere in the Museum that is open to the public.

## **E. Support Persons**

Staff will be properly trained to identify support persons who may be a paid professional, volunteer, family member or friend that may accompany a visitor in order to assist them. The support person will be admitted at no charge.

## **F. Notice of Temporary Disruptions**

Moore Museum will give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason(s) for the disruption, anticipated length of the disruption, and any alternative services. The notice will be posted at the main entrance, included in the message on the answering machine, and posted on the visitor information page on our website.

## **G. Feedback Process**

Visitors are welcome to provide feedback on the way Moore Museum provides services to people with disabilities. This may be done verbally at our reception desk or through the "contact us" page of our website. All comments will be directed to the Curator, who will respond within 14 business days.

<b>SPECIFIC PROVISIONS</b>
----------------------------

The following sections outline current provisions for making Moore Museum's facilities and programs accessible, and plans for future improvements.

### **A. Access for persons with physical disabilities**

Persons with physical disabilities may include those who require the use of a wheelchair or who are ambulatory but require some assistance through use of walkers, canes or frequent rest stops.

Current provisions:

1. All buildings have ramp access, except the caboose.
2. The two areas that cannot practically be accessed by ramps, i.e. the upstairs of the log cabin and the caboose, have detailed photos available for viewing.
3. A designated handicapped parking space is provided.
4. Paved pathways connect all buildings for ease of movement around the site.
5. An accessible washroom is provided.
6. Two wheelchairs are available on-site for use by visitors.
7. Adequate space is allowed in exhibit areas for movement of wheelchairs and walkers.
8. Height of both persons standing and those sitting in a wheelchair are considered when installing artefacts and labels in cases, and in placement of barriers.
9. All promotional materials include the international symbol for accessibility so that potential visitors are aware that the museum provides an accessible facility.

Plans for future improvements:

1. Automatic door opener for the main entrance is included in our capital budget plan.
2. More chairs and benches for rest stops will be added in the main building and around the site.

### **B. Access for persons who are blind or who have visual impairments**

Current provisions:

1. Light levels are adequate on stairs and ramps to allow those with visual impairments to negotiate these areas more easily.
2. Attention is paid to text sizes on labels and placement of labels to increase readability.

3. Magnifying glasses are kept on-site for use by visitors.
4. For program situations where a staff person or volunteer is leading a tour and activities, opportunities will be offered for the person who is visually impaired to handle objects where safety and the condition of the artefacts allow.
5. Accessibility guidelines are followed in the design of our website, to allow those with visual impairments to access this information.

Plans for future improvements:

1. Strips of paint in high contrast colours will be added to edges of all remaining stairs which have not had this done.
2. Large print or Braille versions of the walking tour brochure will be made available.
3. An assessment of the need for audio guides will be undertaken.

### **C. Access for visitors who are deaf or hard of hearing**

Current Provisions:

1. For regular visitors, no tour guides are provided, so the need for assistance to persons who are deaf or hard of hearing occurs in visitor reception/admission/inquiries. For this need, speaking clearly and facing the visitor assist those who are hard of hearing. Currently, visitors who are deaf are assisted by a staff member who has training in sign language. Staff without this training may make use of written notes. Walking tour brochures are in print format which provides accessibility to persons with hearing impairments.
2. For programming situations, such as school groups, where staff are presenting information verbally, the following assist visitors who are deaf or hard of hearing:
  - a. accommodation is made for interpreters to be at front of the group to allow the person who is deaf to see the exhibit and the sign language interpreter together
  - b. staff are trained to speak clearly and directly, facing visitors to assist those who are lip-reading
  - c. staff wear fm microphones when required by a person in the group.

#### **D. Access for persons with intellectual disabilities or learning disabilities**

Current provisions:

1. A variety of levels of understanding of the exhibit message are provided by:
  - exhibits which are visually rich with objects
  - interpretive labels
  - walking tour brochure
2. For program situations, museum staff consults with the teacher or staff in charge of the group to plan and implement necessary modifications.
3. Hands-on activities in programs assist those who have intellectual disabilities in understanding.

Plans for future improvements:

1. Increased focus will be placed on incorporating various methods of interpretation into exhibits to appeal to various learning styles.

#### **E. Access for persons with language barriers**

Current provisions:

1. For organized groups, such as ESL or adult learning classes, leaders of such groups are not charged admission because they are acting as resources for the participants.
2. For casual visitors, although no one on staff speaks other languages, a patient attitude is very helpful in communicating with those who have difficulty speaking or understanding English.

Plans for future improvements:

1. The Museum will explore the feasibility of, and need for, translating the walking tour brochure into other languages.
2. A simplified version of the walking tour brochure will be created for those whose first language is not English or whose reading skills are limited.

#### **F. Access for young visitors**

Current Provisions:

1. For organized group programs, hands-on activities are included in all programs to increase learning on the part of young children.

2. Special tour booklets are available for children in two versions, one for readers and one for non-readers.
3. Children's activity centres allow children to engage in hands-on activities related to the exhibits.

### **G. Access for Older Visitors**

Current Provisions:

1. Ramp access, paved walkways, well-lit stairs and ramps, rest stops and large print labels also assist many elderly visitors.
2. Grab bars have been installed in regular washroom stalls as well as the accessible washroom to assist those with difficulty standing.
3. Outreach programs through provision of reminiscence kits assist those who are unable to visit the museum in person.

Plans for future improvements:

1. The increased number of rest stops will be helpful for older visitors.

### **H. Other Disabilities**

Other less common or less visible disabilities may also affect our visitors – for example, speech difficulties, mental illness, etc. As with the specific disabilities outlined above, staff sensitivity to the needs of all visitors and a willingness to make accommodations on a case-by-case basis ensures the best possible experience for all our visitors.

### **I. Access for Staff**

Many of the above provisions also make the museum more accessible to staff and volunteers with disabilities. Special provisions and modifications required for staff or volunteers are made on an as-needed basis. The Township of St. Clair is committed to employment equity.