

ARTfest Kingston Accessibility Policy

ARTfest Kingston Accessibility Policy is structured upon:

- Dignity - To provide support in a way that maintains self-respect
 - Independence - To provide an environment where a person can act without unnecessary interference
 - Integration - To provide service so everyone receives it in a similar way
 - Equal opportunity - To ensure all goods, services or facilities are accessible
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Training for Staff

Artfest staff and volunteers will be trained in accessibility and support requirements for people with disabilities. Training will include:

- Review of the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005
- Review of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*
- On-line quiz of the AODA's "Customer Service Standard Module"
- Review of the *Ontario Human Rights Code*
- Review of the *United Nations Convention on the Rights of Persons with Disabilities*
- Understanding of ARTfest Kingston Accessibility Policy and knowledge of how to distribute the policy
- Contact with ARTfest Kingston Accessibility Coordinator throughout the event
- Emergency action plan implementation for people with disabilities
- Collecting feedback on accessibility from participants

Feedback Process

ARTfest Kingston will receive and respond to feedback on its accessibility provisions for people with disabilities. Feedback can be done in writing or using image-based communication with the ARTfest Kingston Accessibility Feedback Form found at:

- the Accessibility tab online at <http://www.artfestontario.com/accessibility/>
- the main rest area
- the ARTfest Kingston show information tent
- the Accessible Services Tent
- with any ARTfest Kingston staff or volunteer

Verbal feedback can be given to all ARTfest Kingston staff and volunteers who can be identified by their orange vests or ASK ME buttons. After the event, feedback can be sent via email to lorymacdonald@gmail.com or by post to ARTfest, Box 153 Nottawa, ON L0M 2P0. Response time is within 7 – 14 days. The management of

ARTfest Kingston reviews all feedback, with suggestions implemented where possible.

Mobility Devices

Suitable structures to manage mobility devices are provided at all ARTfest Kingston venues. The Accessibility Services Tent offers electric power for mobility and medical device recharging.

Service Animals

Service animals are assured entry and provided with watering and shade stations for service animals.

Signage

Signs will be posted at levels suitable for mobility device users to see. Paths to exhibits, activities, and services will be marked to indicate the best route. Orange shirts or ASK ME buttons will identify ARTfest Kingston staff and volunteers who are able to answer most questions. Cables will be covered and marked with large orange pylons.

Communication

Staff, volunteers and vendors will be given best practice methods for communicating with people with disabilities. Large print menus will be provided. Volunteers will be available to assist with ordering. Service disruptions will be clearly posted. ARTfest Kingston Accessibility Policy will be available for review at artfestkingston.com under the Accessibility Tab, throughout the event, and available on demand.

Accessible Emergency Plan

In the event of an emergency all persons with a disability will proceed to the Bagot Street building at the north side of City Park. Artfest staff will assist in guiding patrons to safety.

Transportation

There is a designated accessible drop-off and pick-up area, indicated by a kiosk tent at the Bagot Street entrance to City Park. Access Reserved Parking is located on the grounds of City Park off of West Street. A golf cart will transfer people with disability to specific venue areas if needed. All staff and volunteers will be able to access schedule and pick up location information for Kingston Access Services (kingston.org/kas) and the Kingston Transit (cityofkingston.ca/residents/transit).

Barriers

Every attempt is made to remove physical and attitudinal barriers toward people with disability from all aspects of ART*fest* Kingston. Where possible, additional enhancements will be done to improve the site for mobility devices, special needs requests, and to enrich the community experience.