

MUSEUM
STRATHROY-CARADOC

Discover Our Story!



Accessibility Plan

1. Introduction

The building and grounds of Museum Strathroy-Caradoc (MSC) must provide an accessible, safe and functional environment for visitors, staff, the collection and associated activities. MSC is owned and operated by the Municipality of Strathroy-Caradoc, and abides by the Municipality of Strathroy-Caradoc Accessibility Standards for Customer Service Policy & Procedures. This Accessibility Plan draws upon the MSC's Physical Plant Standard policy, Community Standard Policy, and the Accessibility for Ontarians with Disabilities Act (AODA).

This plan will outline measures to ensure the best possible access to the MSC's services, in a manner that promotes dignity, independence, integration and equal opportunity. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

2. Definitions

Personal Assistive Device: is any technical aid, communication device or medical aid that is designed, made, adapted or customized to assist a person with a disability, to increase, maintain, or perform a particular task.

Assistive devices: include but are not limited to, canes, crutches, walkers, wheel chairs, white canes, identity canes, oxygen tanks, hearing aids, word boards, electronic communication devices, augmentative and alternative devices, Bell Relay and telephone amplifiers.

For a more extensive list, please view Municipality of Strathroy-Caradoc Accessibility Standards for Customer Service Policy & Procedures.

3. Responsibility

All Employees regardless of their position are responsible for understanding the intent of this plan and following the guidelines it contains.

4. Training

MSC will ensure that staff and volunteers are trained in accordance to the procedures laid out in the Municipality of Strathroy-Caradoc Accessibility Standards for Customer Service Policy & Procedures and this Accessibility Plan.

In addition, all staff who interact with the public in any way will have access to the Accessibility for Ontarians with Disabilities Act for customer service training.

5. General Provisions

5.1 Communication with Persons with Disabilities

When communicating with persons with a disability, MSC will do so in a manner that takes into account the person's disability. Staff may respectfully ask the person with the disability about their preferred method of communication or how to best provide the requested good or service. Staff will make every attempt to communicate using the client's preferred method.

5.2 Assistive Devices

MSC permits persons with a disability to use and keep with them their own personal assistive devices to obtain, use, or benefit from the goods or services offered by MSC. It is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

5.3 Support Persons and Service Animals

MSC shall allow persons with disabilities, who require accompaniment by a support person, anywhere in the Museum that is open to the public. Both persons are permitted to enter the premises together and the person with a disability will have access to their support person. The support person will be permitted to attend at no charge where an admission fee is applicable.

MSC allows a person with a disability to be accompanied by a service animal anywhere in MSC that is open to the public and will ensure that the person is permitted to keep the animal with him or her unless the animal is otherwise excluded by law. If the animal is excluded by law, MSC will ensure that alternate means are available to enable the person with the disability to obtain, use or benefit from MSC's goods and services. For more information, please visit AODA's Customer Service Standards.

5.4 Notice of Temporary Disruption

MSC will give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason(s) for the disruption, the anticipated length of the disruption, and any alternative services. The notice will be posted at the main entrance, on MSC's events page on their website, as well as MSC's various social media platforms.

5.5 Feedback

MSC encourages feedback verbally at our reception desk, over the phone or through email. All comments will be directed to the Curator, who will respond within 10 business days. Alternatively, patrons can follow the procedures outlined in the

Municipality of Strathroy-Caradoc Accessibility Standards for Customer Service Policy & Procedures.

5.6 Format of Documents

Should MSC be requested to provide a document or information to a person with a disability, staff will provide additional material to the best of their ability. MSC and the person with the disability may agree upon the format to be used for any document or information subject to the requirements of this policy.

6. Specific Provisions

6.1 Access for persons with physical disabilities

Current provisions:

- All buildings have ramp access.
- A designated handicapped parking space is provided.
- Paved pathways connect all buildings for ease of movement around the site.
- An accessible washroom is provided.
- Adequate space is allowed in exhibit areas for the movement of wheelchairs and walkers.
- Height of both persons standing and those sitting in a wheelchair are considered when installing artifacts and labels in cases, and in the placement of barriers.

Plans for future improvements

- MSC will explore the feasibility of, and need for, an onsite wheelchair or walker for patrons to have access to.

6.2 Access for persons who are blind or who have visual impairments

Current provisions:

- Light levels are adequate throughout MSC's public accessible spaces.
- When light levels are reduced for various reasons, such as the protection of the artifact or for specific programming purposes, notice will be provided and when able, alternative material will be provided.
- Accessibility guidelines are followed in the design of our website as well as social media activity to allow those with visual impairments to access information.
- Should visitors request assistance with exhibit content, museum staff are available.

Plans for future improvements:

- Large print versions of the walking tour brochure will be made available upon request.

6.3 Access for visitors who are deaf or hard of hearing

Current provisions:

- For regular visitors, no tour guides are provided, so the need for assistance to persons who are deaf or hard of hearing occurs at MSC's front desk. For this need, speaking clearly and facing the visitor assist those who are hard of hearing.
- MSC provides additional materials for programs or events upon request. For example, a pamphlet of our various outdoor walking tours.

6.4 Access for persons with intellectual disabilities or learning disabilities

Current provisions:

- A variety of levels of understanding of the exhibit's message is provided through visuals, text, and staff assistance.
- For program situations with specific groups, museum staff consults with the teacher or staff in charge of the group to plan and implement necessary modifications.
- For program situations with individual registration, museum staff rely on the individual identifying additional assistance, devices, or materials that are needed in advance of the program, so that staff are able to plan and implement necessary modifications.
- MSC has ongoing partnership with community agency whose mandate is to assist those with disabilities.

Plans for future improvements

- Continual training for staff on disability inclusion.

6.5 Access for persons with language barriers

Current provisions:

- For general patrons, staff communicates with a patient and positive attitude, while finding alternative means of communication such as an online translator.

Plans for future improvements:

- MSC will explore the feasibility of, and need for, translating various documents into other languages. Possibly on an as needed basis.

7. Review and Amendments

The Museum Strathroy-Caradoc Accessibility Plan is approved by the Museum Strathroy-Caradoc Advisory Committee and Strathroy-Caradoc Council.

The Accessibility Plan is to be reviewed on an annual basis, or at any time that changes are deemed necessary. The Director/Curator, in conjunction with staff, conducts the review. The revised version is submitted to the Museum Strathroy-Caradoc Advisory Committee for approval.

This Accessibility Plan may not be altered without the consent of the Museum Strathroy-Caradoc Advisory Committee and Strathroy-Caradoc Council.

Created: 2023

Last approved
Museum Advisory Committee Meeting
Date: April 18, 2023

Municipality of Strathroy-Caradoc Council Meeting
Date: July 4, 2023

Moved by Councillor Pelkman and Deputy Mayor McGuire: THAT: the following Minutes be received and filed and further that Council concurs with the Committees' recommendations: Museum Advisory Committee Minutes April 18, 2023. Carried.