

Multi-year Accessibility Plan

Intent

This accessibility plan outlines the strategy of Factory Theatre to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Statement of Commitment

Factory Theatre is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Multi-year Accessibility Plan

This plan is in effect from July 1, 2023 – June 30, 2028

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact your immediate supervisor or the Managing Director.

Completed Initiatives

Factory Theatre has completed the following initiatives to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General

- Implemented policies and protocols for accessible employment, communication, and public service standards;
- Implemented policy for employee accommodation and protocols for accommodation, leave, and return to work; and
- Established a comprehensive accessibility training protocol for all employees and volunteers.

Information and Communication Standards

- Established protocols for accessibility standards in all public-facing communication, including screen reader compliance, image descriptions, and design standards.

Employment Standards

- Implemented policies and protocols to remove barriers to participating in the employment / job search / recruitment process

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

- Renovations to theatre entrance, lobby, washrooms, and other public spaces to remove physical barriers for audiences.

Customer Service Standards

- Website redesign to meet WCAG standards;
- Implemented accessibility training protocols for all employees providing service to the public; and
- Established an open and responsive feedback process to address accessibility issues.

New and Ongoing Initiatives

Factory Theatre plans to take or is in the process of completing the following initiatives during the effective period of this plan to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*:

General

- Establish a joint committee on accessibility to review, monitor, and advocate for accessibility standards within the organization; and
- Improving accessibility in back-of-house spaces used by artists and employees.

Information and Communication Standards

- Making plain-language versions of policy and other key documents openly available.

Employment Standards

- Incorporate accessibility metrics into supervisor reviews;
- Provide additional coverage for short-term disability through its employee group benefits plan; and
- Provide enhanced accessibility and anti-bias training for all supervisors

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

- Prioritize accessibility improvements for any new construction or significant capital investment; and
- Perform an accessibility audit on any future construction or renovation plans.

Customer Service Standards

- Introduce Open Captioning at select performances of each production with a run greater than seven public performances; and
- Provide enhanced accessibility and anti-bias training for all permanent employees providing customer service.