



## **ACCESSIBILITY STRATEGY**

### **SUMMARY DOCUMENT: THE USE OF ASSISTIVE DEVICES**

#### Statement of Commitment

The Aga Khan Museum (AKM) endeavours to provide its services and programs in a way that respects the independence and dignity of all persons and encourages integration and equality of opportunity. AKM is committed to preventing, identifying and removing barriers that impede the ability of persons with disabilities to access our services and programs. This includes members of the public, suppliers, employees and volunteers and is an integral part of our commitment to a diverse and inclusive workplace and community.

#### **The Use of Assistive Devices**

##### Customer's Own Assistive Device(s)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by AKM.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

##### Assistive Devices Provided By AKM

Wheelchairs are available on a first come, first serve basis and upon request, to assist customers in accessing our goods and services.

##### The Use of Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs.

##### Food Service Areas

A customer with a disability that is accompanied by a guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law. Other types of service animals are not permitted into food service areas due to the Health Protection and Promotion Act, Ontario Regulation 562 Section 60.

##### Exclusion Guidelines

If a guide dog, service animal or service dog is excluded by law, AKM will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).