



## **ACCESSIBILITY STRATEGY**

### **SUMMARY DOCUMENT: NOTICE OF DISRUPTIONS IN SERVICE**

#### **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.

#### **Notice of Disruptions in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of AKM. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use AKM's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

#### **Notification Options**

When disruptions occur AKM will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the Front Desk and/or on the AKM website;
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment;
- by any other method that may be reasonable under the circumstances.