



330-176 Gloucester Street, Ottawa, ON, K2P 0A6

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[www.folkmusicontario.ca](http://www.folkmusicontario.ca)

# Folk Music Ontario

## Integrated Accessibility Policy

### Policy Statement

#### Definitions (Sources: Ministry of Communications and Social Services, Accessibility for Ontarians with Disabilities Act – AODA)

**Accessible Formats:** methods of presenting information that are usable by people with disabilities and may include, but are not limited to, large print, recorded audio, voicemail, HTML, Microsoft Word, and other formats usable by people with disabilities.

**Communication Supports:** methods of augmenting communication to enhance its effectiveness and may include, but are not limited to, reading written information out loud, repeating or restating information, plain language, and other supports that facilitate effective communication.

#### Purpose

This Policy is designed to satisfy the requirements of the Integrated Accessibility Standards Regulation and the Accessibility for Ontarians with Disabilities Act, which mandate Folk Music Ontario to meet accessibility standards in the areas of Customer Service, Information and Communication, and Employment.

#### **General Provisions:**

- 1.0 We will use reasonable efforts to ensure that our policies, practices and procedures are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.
- 1.1 We will communicate with people with disabilities in ways that consider their disability by providing and receiving information and communication in ways that are accessible to people with disabilities.
- 1.2 We will provide appropriate role-specific accessibility training to all staff, volunteers, and third parties acting on our behalf.
- 1.3 **We will review this Policy annually meeting AODA requirements, and when circumstances warrant.**

#### **Customer Service:**

- 2.0 People with disabilities may use their assistive devices when accessing our goods, services, and facilities in accordance with the Integrated Accessibility Standards Regulation.
- 2.1 A person with a disability who is accompanied by a support person will be allowed to have that person accompany them without charge at our facilities.

- 2.2 People with disabilities may be accompanied by their service animals at our facilities in accordance with the Integrated Accessibility Standards Regulation.
- 2.3 We will provide people with disabilities with notice in the event of a planned or unexpected disruption in the accessibility of our facilities. The notice will be given in a reasonable manner depending on the circumstances of the disruption.
- 2.4 We welcome feedback on how we provide accessible customer service and on how well our feedback process works. Information about our Customer Feedback process will be made readily available to the public. We will ensure that the Customer Feedback process is accessible in the manner described in the “Information and Communication” section. Feedback can be provided by email, telephone, or in person. All feedback received may be forwarded to the Executive Director:  
Email link: [info@folkmusicontario.ca](mailto:info@folkmusicontario.ca)  
Phone: 613-560-5997 or 1-866-292-6233 (toll free)  
FMO office: 330 – 176 Gloucester Street, Ottawa, ON, K2P 0A6

**Information and Communication:**

- 3.0 Folk Music Ontario provides information about our organization, our services, and our Customer Feedback process in accessible formats or with communication supports that consider the person’s accessibility needs.
- 3.1 We notify the public at [www.folkmusicontario.ca](http://www.folkmusicontario.ca) through posting of our Accessibility Policy that accessible formats and communication supports are available on request for use in communicating with us and in accessing our Customer Feedback process by email, phone, mail or in person (detailed in 2.4).

**Employment:**

- 4.0 We will notify employees, applicants, and the public that accommodations can be made in our recruitment process for people with disabilities.
- 4.1 We will notify successful applicants in our offers of employment of our policies for accommodating employees with disabilities.
- 4.2 We will notify our employees of our policies for accommodating employees with disabilities and any possible after they begin their employment.
- 4.3 When asked, we will consult with an employee to provide accessible formats and communication supports for employment-related information.
- 4.4 Where needed, we will provide customized emergency information to help an employee with a disability during an emergency. We will review all customized emergency information on a regular basis and when circumstances warrant.
- 4.5 We will take accessibility needs into consideration for employees with disabilities in performance management and in career development and advancement.

**FMO supporting policies:**

- 5.0 Folk Music Ontario Equality Statement
- 5.1 Accessibility for Ontarians with Disabilities Act (AODA)