

## **OTTAWA CHILDREN'S FESTIVAL DE LA JEUNESSE ACCESSIBILITY POLICY**

### **PURPOSE:**

The Ottawa Children's Festival de la jeunesse (OCF) is committed to diversity, inclusion and accessibility for persons with disabilities.

### **SCOPE:**

This policy describes how the OCF works with its employees as well as how it provides its programs, goods and services in a manner that respects the dignity, independence, integration and equal opportunity of persons with disabilities.

### **POLICY STATEMENTS:**

#### **Assistive devices**

The OCF permits persons with disabilities to use their personal assistive devices while visiting any of the Festival locations: LeBreton Flats Park, Canadian War Museum and La Nouvelle Scène.

#### **Communication**

The OCF is committed to communicating with persons with disabilities in ways that take into account their disability.

#### **Service animals and support persons**

The OCF welcomes, onto its Festival locations, service animals and support persons upon whom persons with disabilities rely. Visitors with special needs can receive a complimentary companion ticket.

#### **Notice of temporary disruption**

The OCF will notify persons with disabilities in the event of a planned or unexpected disruption to services or facilities. This notice will be provided via our website and in-person contact at the affected Festival site(s).

#### **Training of employees**

The OCF has a mandatory accessibility training policy for staff and volunteers regarding the provisions and ways to ensure accessible services. Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.

### **PROCEDURE:**

To request accommodation or assistance please contact us:

Ottawa Children's Festival de la jeunesse

613-241-0999

[contact@ottawachildrensfestival.ca](mailto:contact@ottawachildrensfestival.ca)

### **Feedback process**

The OCF encourages feedback regarding how it provides programs and services to persons with disabilities. This can be provided via the following methods:

- E-mail: [contact@ottawachildrensfestival.ca](mailto:contact@ottawachildrensfestival.ca)
- Mail: 294 Albert St., Ste. 602, Ottawa, ON K1P 6E6
- Phone: 613-241-0999

### **Modifications to this or other policies**

The OCF is committed to ensuring that its policies, practices and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity. Any OCF policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.