



Multi-Year
Accessibility Plan

2022–2026



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Introduction

The Toronto International Film Festival is the largest public film festival in the world, and one of the most influential in the world of film. Entering our 49th year, TIFF brings the world to Toronto every September for the Festival. Year-round, we operate out of our state-of-the-art multiplex, TIFF Lightbox. Opened in 2010, the Lightbox was designed and built with the accessibility of our audiences at the forefront of its creation. Barrier-free access, escalators, elevators, and accessible seating options and washrooms were incorporated in the construction of the building.

We offer in-cinema presentation accessibility devices in all of our TIFF Lightbox cinemas: CaptiView devices for closed-captioning, personal hearing assistive devices for audio description, and assisted listening. We also offer accessibility devices and accommodations at many of our Festival venues. See our [Accessibility at TIFF](#) page for further details.

TIFF is open to and welcomes all members of its community in the Entertainment District of downtown Toronto, as well as guests from all over the world. TIFF strives to meet the needs of its employees and customers with disabilities, and is working hard to remove and prevent any barriers to accessibility.

We are committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. The plan is reviewed and updated at least once every five years. We train each TIFF employee upon being hired, and provide training with respect to any changes in our policies.



Customer service

All of TIFF's front-facing teams receive training on the AODA and customer service standards. Any feedback from the public is directed to be submitted to customerrelations@tiff.net via email. We will also accept and action feedback received over the phone via our Call Centre at 1-888-258-8433, or in writing delivered in person or via post to the following address:

TIFF Lightbox

350 King Street West
Toronto, ON
M5A 3X5

All feedback is reviewed by a joint management team and responses are delivered within 48 hours.

Information and communication

All of TIFF's accessibility policies and programmes are available online at tiff.net/accessibility. This page is reviewed and updated when new programmes or updates are made.

Employment

TIFF is committed to embracing diversity and treating all individuals with respect, dignity, and fairness by removing physical, social, and economic barriers to participation. Candidates must be legally able to work in Canada at this time. TIFF regrets that it is unable to sponsor employment visas.

We are also committed to fostering an inclusive and accessible environment where employees feel valued and respected, and where every employee has the opportunity to realize their potential. As such, we welcome and encourage applicants who identify as racialized persons, Indigenous persons, persons with disabilities, and persons across the spectrums of sexual orientation and gender identity.



If you are a person with a disability and require accommodation and/or assistance during the application process, please contact us in advance at careers@tiff.net or 416-599-8433 and ask to be transferred to the People & Culture Department. We strive to provide reasonable accommodations whenever requested.

Training

TIFF hosts training for staff and front-line teams on the AODA and on supporting our visitors with accessibility needs.

- **2016:** TIFF hosted a two-day accessibility conference with delegates from the ReelAbilities Film Festival and members of the community.
- **2018:** Members of TIFF's Management Team attended an accessibility conference focused on accessibility in theatre and entertainment spaces, held at Canadian Stage in Toronto.
- **2019:** TIFF hosted training for all front-line Festival staff that was delivered by Prasanna Ranganathan, a human rights lawyer with low vision who is an avid TIFF attendee.

Initiatives

- **2022:** All washrooms at the TIFF Lightbox will be made gender-neutral. Signage for all washrooms will include a list of facilities and not include any gender identification.
- **2023:** TIFF provided enhanced training on accessibility for all staff, including a TIFF-commissioned and produced Accessibility Training Video, developed Festival Accessibility Venue Guides to help visitors better prepare for their visits, assembled an internal Accessibility Steering Committee made up of representatives from different teams, and commissioned a TIFF Lightbox building audit to identify areas for improvement to make the building more accessible.
- **2024:** TIFF will endeavour to offer open caption screenings at TIFF Lightbox each month, strengthen partnerships with accessibility-focused organizations, update tiff.net to make accessibility information more comprehensive and discoverable, and introduce new physical and digital Festival signs to highlight TIFF's accessibility resources.



- **2023–2026:** TIFF will enhance accessibility for live introductions and Q&As that occur before and after film screenings. We aim to increase the availability of open captions, closed captions, and onstage ASL interpretation for live content, with the goal of including all these offerings by 2026.

We will continue to work with our Festival partner venues to increase the availability of accessibility content features for Festival screenings and events at these venues.

TIFF will also continue to work with our distribution partners to increase the availability of accessibility content on films that we receive from them for screening.

For more information on this Accessibility Plan, or to receive this plan in a standard or accessible format, please contact us at:

Toronto International Film Festival

350 King Street West

Toronto, ON

M5A 3X5

1-888-258-8433

accessibility@tiff.net

Our Accessibility Plan and more information on accessibility at TIFF is available at tiff.net/accessibility.