



Accessibility Policy  
**2025**

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# Accessibility Policy 2025

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## Statement of Commitment

Toronto International Film Festival (TIFF) is committed to providing equitable access to and participation in services for people with disabilities. We continuously strive to meet the needs of all our customers and employees with disabilities by evaluating current programmes and practices to identify any new or previous barriers. We are committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and under the Ontario Human Rights Code to prevent and eliminate any acts of discrimination under the protected grounds of age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status (including single status), gender identity, gender expression, record of offences (in employment only), sex (including pregnancy and breastfeeding), and sexual orientation.

## Scope

This policy governs the provision of goods, services, and facilities operated by Toronto International Film Festival.

This policy will outline:

- Current policies, practices, and procedures in relation to accessibility outlined by the Accessibility for Ontarians with Disabilities Act (AODA) and O. Reg. 191/11: Integrated Accessibility Standards.

## Policy

### 1. General

- 1.1 TIFF has developed a multi-year accessibility plan that outlines strategies for increasing accessible environments. This is separate from our multi-year plan that aims to create greater guidance and planning regarding further identification and elimination of barriers.

### 2. Assistive devices

- 2.1 TIFF provides access to closed caption devices and audio devices, which are compatible with closed captions and audio description for select content. Assisted listening devices are available for all events and screenings.
- 2.2 Devices can be requested at the Box Office on the ground floor of TIFF Lightbox. We ensure to have a number of devices available and will inform customers in the event of unavailability or any other disruption in providing this service.

### 3. Service animals

- 3.1 Service animals are welcome in all public spaces at TIFF Lightbox, including the cinemas.
  - 3.1.1 The person using the service animal is responsible for taking care of and controlling the animal. The service animal's behaviour or actions cannot pose a direct threat to the health and safety of others.
  - 3.1.2 Staff or customers with medical conditions affected by service animals will be accommodated where possible.
- 3.2 Staff may request that you provide documentation from a regulated health professional confirming the animal is required, as per the AODA's Customer Service Standards.
- 3.3 Emotional, therapy, or comfort support animals will be permitted if the animal meets the definition of a service animal outlined in the [Regulation 191/11: Integrated Accessibility Standards](#) and documentation can be provided from a regulated health professional to confirm the use of the animal for a disability.
  - 3.3.1 Emotional support animals that do not meet the definition of a service animal will be permitted on a discretionary basis.



- 3.4 Staff will provide access to water upon request.
- 3.5 TIFF will ensure all staff complete training on guidelines and expectations when serving a customer with a service animal.

#### **4. Support persons**

- 4.1 All support persons are welcome in all public spaces and cinemas.
- 4.2 To attend a screening, support persons will not be charged for a ticket but must provide one.
- 4.3 The customer must inform Customer Relations they require support person seating when booking a ticket.
- 4.4 TIFF will accept Access 2 Cards presented to our Customer Relations.
- 4.5 Support persons booking is not available online in an effort to prevent misuse. Seating can be booked over the phone through our Call Centre, Tuesday to Sunday, from 10am to 5pm at 416-599-2033 or 1-888-258-8433, or in person at the box office at TIFF Lightbox. We will provide accommodations for bookings via email for those unable to contact us over the phone at [customerrelations@tiff.net](mailto:customerrelations@tiff.net).

#### **5. Notice of temporary disruptions**

- 5.1 TIFF will provide notice in the event of a planned or unexpected disruption in the facilities or services that may be accessed by people with disabilities. These facilities or services may include our elevators, escalators, accessible washrooms/stalls, or assistive devices.
- 5.2 We will include information about the reason for disruption, the anticipated duration, and a description of alternatives (if available).
- 5.3 Disruptions will be posted in public areas and at the point of disruption when possible.
- 5.4 Any prolonged disruptions (24 hours or more) or disruptions known in advance will be coupled with a notice banner on our website ([www.tiff.net](http://www.tiff.net)).
- 5.5 If an unexpected disruption occurs, persons with disabilities will be accommodated wherever possible, depending on their individual needs and circumstances.



## **6. Employment**

- 6.1 TIFF is committed to providing an accessible employment recruitment and employment experience including:
  - 6.1.1 Discussing and implementing accommodations requests in the recruitment or selection process. Requests will be determined to be reasonable before implementation.
  - 6.1.2 Providing alternative formats or other communication supports for job-specific information in a timely manner.
- 6.2 TIFF will create individualized workplace emergency information and procedures with employees who have a disability and require assistance to leave the building in the case of an emergency.
  - 6.2.1 The Joint Health and Safety Committee will designate one person to assist the employee with emergency procedures.
  - 6.2.2 Individualized plans will be reviewed annually or if the employee notifies a change in needs or accommodations.
- 6.3 TIFF will maintain a separate policy and procedure for workplace accommodations.

## **7. Training for staff**

- 7.1 All new full time staff must complete training within the first week of onboarding at TIFF. This training covers AODA guidelines and topics, such as:
  - 1. How to interact and communicate with persons with various types of disability.
  - 2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal, or the assistance of a support person.
  - 3. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services, or facilities.
- 7.2 TIFF's Cinemas, Concessions, Customer Relations, Festival Services, and Volunteers teams offer additional training such as a TIFF Accessibility Training video and how to use accessibility equipment and devices available at TIFF Lightbox and other venues, as applicable.



## 8. Feedback process

8.1 All customers are welcome to leave feedback in several ways:

**By phone:** 416-599-2033 or 1-888-258-8433

**By email:** [customerrelations@tiff.net](mailto:customerrelations@tiff.net)

**By mail or in person:** 350 King St. W., Toronto, ON, M5V 3X5

8.2 Feedback will be directed to the appropriate department and/or the Diversity, Equity, and Inclusion Lead. The appropriate contact will respond to feedback as soon as possible.

8.3 Feedback that involves wrongdoing or unethical conduct can also be left anonymously through our third party reporting system:

**Online:** [www.clearviewconnects.com](http://www.clearviewconnects.com)

**By phone:** TIFF's dedicated toll-free number, 1-833-265-9835

**By mail:** P.O. Box 11017, Toronto, Ontario, M1E 1N0

## 9. Communication and information

9.1 TIFF works to ensure accessible formats are provided upon request, in a timely manner, and are suited to the specific needs of the requestor.

9.2 Accessible formats will not be provided at a cost that is more than others would be subjected to.

9.3 Films containing accessibility features such as closed captions, open captions, and audio description will be displayed along with film information on the website once accessibility features have been confirmed. Not all films will include these features and are subject to availability.

9.4 **Website:** We currently meet WCAG 2.0 AA as per periodic audits we conduct to ensure our website meets current guidelines for accessibility.

### 9.5 **ASL (American Sign Language) Interpreters & CART (Communication Access Realtime Translation) captions**

ASL interpretation & CART captions are available for select screenings, events, discussions, or other TIFF experiences.

9.5.1 ASL interpretations are booked in collaboration with filmmakers, studios, distributors, or events who request it.

9.5.2 Confirmation of ASL interpretation is not guaranteed and is subject to a number of factors such as funding, availability, and/or scheduling.



## **10. Design of public spaces**

- 10.1 Tiff recently designed our cafe and lounge space on the third floor, Varda, with accessibility standards, including considerations for service counters.
- 10.2 Tiff has no current plans to engage in new construction or significant redevelopment of its facilities at present; however, Tiff will meet the Accessibility Standards for all built obligations should any such construction or redevelopment take place in the future.

## **11. Monitoring and review**

- 11.1 This policy will be reviewed yearly by the DEI Lead. Last reviewed August, 2025.