



Multi-Year  
Accessibility Plan

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**2022–2026**



# 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 48<sup>th</sup> year, TIFF brings the world to Toronto every September for the Festival. Year round, we operate out of our state of the art multiplex, the TIFF Lightbox. Opened in 2010, the Lightbox was designed and built with 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 accessibility devices in all of our cinemas, including CaptiView devices for closed captions, personal hearing assist devices for descriptive sound, and increased amplification.

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.

TIFF is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. 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 updates with respect to any changes to the policies. We maintain records of the training provided, including the dates on which the training was provided and the number of individuals to whom it was provided.



## Customer Relations

All TIFF's front-facing teams receive training on the AODA and Customer Relations standards. Any feedback from the public is directed to be submitted to [customerrelations@tiff.net](mailto:customerrelations@tiff.net) via email. We 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:

### **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](http://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.

TIFF is 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. We welcome job applicants, staff members, and audience members of all backgrounds, including race, ancestry, place of origin, colour, ethnic origin, ability, citizenship, creed, sex, sexuality, sexual orientation, gender identity, gender expression, same-sex partnership, age, marital status, family status, immigration status, receipt of public assistance, history of mental health issues, health status, political



affiliation, learning difference, level of literacy, accent, first language, body type, physical appearance and abilities, stature, or socioeconomic status.

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](mailto:careers@tiff.net) or 416-599-8433 ext. 2013. We strive to provide reasonable accommodations whenever requested.

## Training

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

- **2016:** TIFF hosted a two-day accessibility conference with delegates from the Reel Abilities Film Festival.
- **2018:** Management Team members attended an Accessibility Conference held at Canadian Stage in Toronto focused on accessibility in theatre and entertainment spaces.
- **2019 & 2023:** TIFF hosted training for all front-line Festival Staff by Prasanna Ranganathan, a human rights lawyer with low vision.

TIFF and the TIFF Lightbox currently meet all requirements of the Accessibility for Ontarians with Disabilities Act.

## Preventative and emergency maintenance

TIFF engages in preventative maintenance schedules as required to ensure accessible elements continue to be in good working condition, including regular Health and Safety audits. Any elements found to be defective or in need of maintenance will be directed to the Facilities manager.

The defect or maintenance concern is addressed by investigating the problem and attempting troubleshooting where applicable. If attempts to troubleshoot are not successful, TIFF will reach out to a professional vendor for a priority service call. The element will be taken out of service, the disruption will be notified via conspicuous signage on the premise and at the site of maintenance, as well as on our website if the maintenance is deemed to be prolonged (ie. 24 hours or more).



## Upcoming initiatives

- **2022:** All washrooms at the Lightbox were made gender neutral. Signage for all washrooms will include a list of facilities and not include any gender identification.
- **2023–2026:** TIFF will be increasing accessibility on its live introductions and Q&As that happen pre- and/or post-screening. We will be offering more open captioning, closed captioning, and ASL interpretation on live content enrichment, with the goal of all being included by 2026.
- **2024:** TIFF will be working to increase communication of accessibility content in advance of ticket sales such as encouraging Festival Film Submissions to include accessibility content to be considered for Official Selection.

TIFF will continue to work with our Festival Partner Venues to increase the availability of accessibility content features for Festival screenings and events.

TIFF will continue to work with our Distribution Partners to increase the availability of accessibility content on films we receive from them to present.

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

[customerrelations@tiff.net](mailto:customerrelations@tiff.net)

Our Accessibility Plan and Information is available at [tiff.net/accessibility](https://tiff.net/accessibility).