

Wavelength Statement of Commitment to Accessibility

Wavelength Music is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Wavelength Music acknowledges that individual accessibility needs may be shaped by the intersections of disability with factors such as race, class, and gender, and is committed to an intersectional approach to accessibility through thoughtful, responsive, and evolving policies and practices. This aligns with our Policy for Equity, Diversity, and Inclusion, recognizing that removing barriers to access is essential to fostering equity and belonging for all members of our community.

Wavelength Music strives to make its programming, presentations, communications, and services accessible to our audiences with disabilities. We are committed to work in partnership with staff and the community to identify, prevent, and remove barriers to participation.

Wavelength Music understands it must provide and maintain a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices.

Wavelength Music is committed to working with the necessary parties to make accessibility for all a reality.

Accessibility Policy

Assistive Devices

Wavelength Music is committed to serving people with disabilities, and ensuring that those who use assistive devices will benefit from enjoying a fulfilling experience. People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

Procedures

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, or facilities.

We ensure that our staff are trained and familiar with assistive devices we have on site or that we provide, and that these devices may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

Wavelength Music's policies and procedures take a person's disability into account when communicating with the individual. Where possible, Wavelength Music asks the individual the best way to communicate with them.

Procedures:

Wavelength Music strives to make communications more accessible by:

- Considering the needs of people with disabilities during the planning stages of services and communication development
- Using plain language to make a document easier to read for people with certain learning disabilities
- Offering information in alternate formats:
 - Paper and pens to hand-write information back and forth
 - Large printed signage and hand-outs of commonly used information
 - E-mail or social media messaging as digital channels to provide information
 - Verbally over the phone or in-person

Service Animals

Wavelength Music is committed to welcoming people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

Wavelength Music ensures that all employees, interns, and third parties are trained on how to interact with people with disabilities who are accompanied by a service animal.

Procedures

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

Guide dogs or other service animals, including service animals in training, are allowed to accompany people with disabilities on premises open to the public.

At times, due to capacity, visitors with disabilities accompanied by service animals may be advised that the crowded conditions may make it difficult to manoeuvre.

If the service animal is causing a disturbance for other visitors, the visitor and accompanying service dog may be required to leave the area or the AGH.

The owner is responsible to "stoop and scoop".

Wavelength Music anticipates there will be special situations and is prepared to make every effort to accommodate the circumstances on an individual basis, as they arise, keeping safety to all parties and service animals in mind.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Support Persons

Wavelength Music is committed to welcoming people with disabilities who are accompanied by a support person(s). Any person with a disability who is accompanied by a support person(s) is allowed to enter Wavelength's premises with their support person(s). At no time will a person with a disability who is accompanied by a support person(s) be prevented from having access to their support person(s) while on our premises.

Procedures

Complimentary admission is always provided to support person(s). Visitors are informed of this through Wavelength's communication to the public.

Notice of Temporary Disruption

Wavelength Music is aware that temporary disruptions of services and programs may occur due to reasons that may or may not be within Wavelength Music's control or knowledge.

Wavelength Music makes a reasonable effort to provide advance notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of any alternative facilities or services that are available.

Procedures

Where possible, advance notice is made available for updates through the following ways, as appropriate:

- Online through our website and social media
- Temporary signage
- Direct communications to individuals affected, such as ticketholders, as required

In the event of an unexpected disruption, and advance notice is not possible, Wavelength Music alerts the community through its public communication networks.

Feedback Process

Wavelength Music provides methods for the public to provide feedback about how its programs and services are provided to people with disabilities, which helps us identify barriers and respond to concerns.

Procedures

Feedback may be provided in the following ways:

- Email
- Telephone
- Website
- Social media
- By post
- In-person to Wavelength staff

Once feedback is received, the following actions are taken to respond:

- The feedback is directed to the appropriate person for action.
- The feedback is assessed for appropriate action
- Visitors who provide their contact information can expect an answer within 3-5 business days, where appropriate

Wavelength Music ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Customer Service Training

Wavelength Music is committed to training all staff, interns, board members, and all other persons who provide goods, services or facilities on behalf of the organization on the AODA Customer Service Standard and how to provide accessible customer service to persons with disabilities.

Procedures

All new staff are assigned training as part of their onboarding procedure with an expectation that the training will be completed within the first 4 weeks of employment.

Training is primarily provided through an online platform, however in certain situations additional formats may be used including in-person training sessions, website access and printed material.

The learning outcomes include:

- Awareness of the AODA legislation, the Customer Service standard
- Awareness of the importance of access and the four principles of dignity, independence, integration and equal opportunity
- An understanding of the impact of the legislation/standard on the AGH and on the individual's role
- Increased confidence by the staff when interacting with individuals with disabilities and their empowerment to respond to individual needs

The training content includes the following:

- The history of the legislation and the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- Wavelength Music's policies and procedures relating to the customer service standard, including service animals, support persons, alternate communications, and feedback mechanisms
- The assistive devices available on Wavelength's premises or otherwise that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Wavelength's services
- Visitor scenarios, specific to Wavelength Music's experience

On-going training in connection with any changes to the AGH's policies and procedures governing the provision of goods and services to people with disabilities is provided.

An evaluation process is used to improve training content and delivery.

Notice of Availability of Documents

Wavelength Music notifies the public that documents related to accessible customer service are available upon request by posting a notice on its website.

Wavelength Music will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Information and Communications Policy

Accessible Formats and Communication Supports

Unless deemed unconvertible, Wavelength Music will provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

Wavelength Music will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability. Wavelength Music will make the availability of accessible formats and communication supports publicly known.

Accessible Website and Web Content

Wavelength Music will ensure that our website and all web content published after 2025 conform to the Web Content Accessibility Guidelines (WCAG) 2.0.

Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, Wavelength Music will provide an explanation and a summary of the information to the individual who made the request.

Employment

Wavelength Music is committed to fair and accessible employment practices.

Recruitment, Assessment and Selection

Wavelength Music will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for any other candidate selection methods. Where an accommodation is requested, Wavelength Music will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of Wavelength Music's policies and supports for

accommodating people with disabilities.

Accessible Formats and Communication Supports for Employees

Wavelength Music will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, Wavelength Music will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform their job; and
- Information that is generally available to all employees in the workplace

Wavelength Music will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

Workplace Emergency Response Information

Where required, Wavelength Music will create individual workplace emergency response information for employees with disabilities. This information will consider the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Wavelength Music reviews general emergency response policies

For More Information

This document is publicly available. Accessible formats are available upon request. For more information on this accessibility policy, please contact Wavelength Music at:

Phone: (647) 748-2745

Email: info@wavelengthmusic.ca

Approved by the Board of Directors and senior staff, December 2025.