
Ruby Slippers Theatre

Accessibility Plan

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Guiding Principles

Ruby Slippers Theatre (RST) believes in equal opportunity and is committed to lowering barriers toward an accessible environment where all can maintain their independence and dignity. We believe that everyone should have equitable access to employment opportunities, as well as to our productions and programs, and that our diverse community should be reflected in all that we do.

We are committed to developing accessibility policies that respect and promote the dignity and independence of artists and patrons with barriers to access. No changes will be made to this plan before considering the impact on people with disabilities.

Any RST policy that does not respect and promote the dignity and independence of artists and patrons with barriers to access, will be modified or removed.

All artists, volunteers, staff, board, and venue and presenting partners will be asked to respect and promote the dignity and independence of artists and patrons with barriers to access.

We are committed to working with our venue and presenting partners in a fiscally responsible way, to provide accessible productions and services and to continue to work on methods that better serve artists and patrons with barriers, disabilities, and/or special needs.

As an organization, we respect and uphold the recommendations and direction set forth under the [Accessible British Columbia Act](#), and strive to meet the needs of individuals with disabilities, special needs, and/or financial barriers, in a timely and effective manner.

Our general accessibility statement and a downloadable copy of the most current version of this plan, is available on our website.

Our accessibility plan will be made available for the reference of staff, volunteers, and artists upon request, and/or before the start of on location rehearsal, show run, or an event or meeting.

There will be an accessibility announcement at the beginning of on location rehearsal, and where possible, at the beginning of each show or public event or meeting.

Performances/Programs

- An RST representative will work with the venue or presenting partner representative to coordinate response and adherence to accessibility guidelines.
- We will communicate with a person with a disability in a manner that takes into account their disability.
- We will raise awareness among volunteers, staff, and board about key principles and accessibility strategies and tools.

- We will promote a process for artists and patrons to provide feedback on how activities or services are delivered, as well as inform them about how RST will respond to any feedback and what action will be taken as a result. It is the responsibility of every RST volunteer, staff member, or board member to be attentive to the concerns of artists and patrons, and to help resolve or to escalate concerns related to accessibility.

Financial Barriers

- An RST representative will work with the venue or presenting partner representative to provide discounted rate or free tickets to families, community groups, artists, and others who might not be able to otherwise participate or experience our productions or programs.

Language and Cultural Barriers

- RST is committed to working with our venue and presenting partners, and community and cultural partners and representatives, to provide access to patrons experiencing language and cultural barriers to participation in our productions and programs.
- Where possible, RST will work with the venue or presenting partner to provide multi-lingual box office assistance, multi-lingual show programs, show summaries, and/or projected surtitles; and work with community and cultural partners to conduct multi-lingual talkbacks and/or have cultural consultants present at talkbacks to facilitate discussion and sharing.

Assistive Devices and Programs

- RST is committed to working with our venue and presenting partners to provide access to patrons with disabilities who use assistive devices to participate in our productions and programs.
- We will work with our venue and production partners to help ensure that people are permitted to use their own personal assistive devices to enjoy theatrical productions and other applicable programs.
- We will familiarize volunteers, staff, and board with the various assistive devices that may be used by patrons with disabilities while accessing our productions and programs.
- Where possible, RST will work with the venue or presenting partner to provide ASL Interpreted, Audio Described, and/or Relaxed/Sensory Friendly performances, talkbacks or programs during the season and/or run.

Service Animals and Support People

- RST is committed to working with our venue and presenting partners to provide access to patrons who are accompanied by a service animal or support person, to parts of the production or event venue that are open to the public and to other third parties.

- We will familiarize volunteers, staff, and board who may be interacting with patrons, with training on how to interact with people who are accompanied by a service animal or support person.

Notice of Temporary Disruption

- RST will work with our venue and presenting partners to provide patrons with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities (e.g. elevators, ramps).
- This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.
- The notice will be delivered to the patrons via our email newsletter, posted online on our website, as well as at the venue Box Office/Will Call area, as applicable.

Feedback

RST's goal is to meet or surpass expectations of artists and patrons with barriers to access:

- Comments on our productions and programs regarding how well those expectations are being met, are welcome and appreciated.
- Feedback about the accessibility of a production or program can be made by emailing info@rubyslippers.ca or by verbally telling volunteers or staff on the day of the production or performance.
- Any feedback will be responded to within 7 days.
- Confidentiality will be respected.