



BOOTS AND HEARTS
PATRON ACCESSIBILITY PLAN

UPDATED: August 2019



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OVERVIEW

Boots and Hearts is committed to providing the best festival experience possible to patrons with accessibility needs. We strive to go above and beyond to provide a number of programs to enhance patron experience, while meeting the legislative requirements of the Accessibility for Ontarians with Disabilities Act.

PROGRAMS

Accessibility Shuttles

- Shuttles run along 2 direct routes: one from the Line 7 Toll Booth (Tent Camping) and the second from Line 9 Toll Booth (RV Camping and Accessible Day Parking). Both routes terminate at the Info Tent by the Main Festival Gates. The shuttle can stop at the VIP Entrance upon request.
- For safety reasons, the Shuttle will not run into the camping areas. However, patrons can request to hop off anywhere along the shuttle route.
- The shuttle makes regular rounds and should be at the Toll Booth about every 20 minutes, depending of pedestrian traffic.

Accessible Viewing Platforms

- Accessible viewing platforms are provided at both stages, elevated above the crowd to ensure sightlines.
- To access the platforms, guests must obtain a wristband from the Info Tent across from the Main Festival Gates. Please bring your Accessible Parking Pass or Hanger Tag and matching photo ID to receive your wristband. Only the guest with the accessibility need requires a wristband.
- Guests are allowed one (1) companion with them on the platform.
- Seating availability is on a first-come basis. Please note that the platforms have a maximum capacity, in compliance with the Ontario Fire Code, which cannot be exceeded.
- Please be considerate to other patrons and limit what you bring with you on the platform. Some folding chairs will be provided, but feel free to bring your own lawnchairs. Again, space is limited.

Accessible Day Parking

- Accessible Day Parking is available to patrons with a valid accessible parking pass or hanger tag with matching photo ID, presented upon arrival. Due to limited availability, only those patrons with an official accessible parking pass issued by the Ontario Ministry of Transportation (or out-of-province equivalent).



- These spots in Day Parking are located in the nearest corner to the Main Festival gates, within a reasonable walking distance.
- For patrons who need an extra hand, the accessibility shuttle will serve the Accessible Day Parking shuttle stop that will take you to the Main Festival Gates or VIP gate upon request.
- 4-Day and Single Day Parking is available.

Accessible Camping

- We offer patrons with accessibility needs priority camping spots, right across from the Main Festival gates.
- Tent camping, unpowered RV, 30A powered RV, and 50A powered RV are all available to patrons.
- To qualify for an accessible camping spot, you are required to present an accessible parking pass or hanger tag issued by the Ontario Ministry of Transportation (or out-of-province equivalent) with matching photo ID upon arrival.
- Individuals with a temporary disability due to injury, etc, are encouraged to contact the Ministry of Transportation to inquire about their eligibility for an [accessible parking permit](#).
- There are a limited number of sites available in AODA camping.
- Spots are assigned on arrival (first come, first camp).
- Patrons with accessibility needs may get a wristband from the Info Tent, across from the Main Festival Gates, that will allow them priority access to the accessible shower facilities. Please bring along your accessible parking permit or hanger tag with matching photo ID to obtain a wristband. This is the same wristband that will allow you access to the Accessible Viewing Platforms.

GUIDE DOGS & SERVICE ANIMALS

Guide Dogs and Service Animals are welcomed at Boots and Hearts. Service animals must be under the control of their owner at all times, remaining on-leash and next to their owner.

An animal is considered a guide dog if,

- a. The dog has completed an accredited training program in a facility listed in the Blind Persons' Rights Act, Guide Dogs Regulation.

An animal is considered a service animal if,

- a. The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as a vest or harness worn by the animal; and



- b. The person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario
 - ii. A member of the College of Chiropractors of Ontario
 - iii. A member of the College of Nurses of Ontario
 - iv. A member of the College of Occupational Therapists of Ontario
 - v. A member of the College of Optometrists of Ontario
 - vi. A member of the College of Physicians and Surgeons of Ontario
 - vii. A member of the College of Physiotherapists of Ontario
 - viii. A member of the College of Psychologists of Ontario
 - ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario
 - x. Or their out-of-province equivalent.

STAFF TRAINING

All Boots and Hearts staff and volunteers will complete provincial training on the customer service standard for goods, services, and facilities provided to persons with disabilities at the festival. <https://accessforward.ca/front/customerService/>

ADDITIONAL INFO

For more information on any of our programs and policies, please email accessibility@republiclive.com