

Theatre Name: TIFF Lightbox
Address: 350 King St. West
Type of building: TIFF Multiplex (6 screens)
HD Patron Entrance: Main entrance of building
HD Line Locations: Ticketholder Lines inside / Rush Line outside
Cinema 1: 522 seats + 6 wheelchair (barrier-free on either side of 6th row from screen in orchestra) (orchestra = 430 + 6 wheelchair / balcony = 92)
Cinema 2: 353 seats + 5 wheelchair (barrier-free on house left side of 5th row from screen)
Cinema 3: 221 seats + 4 wheelchair (barrier-free at centre of 2nd row from screen)

Date & Auditor: March 20, 2024 (Donna Dwyer - Festival Theatres Manager)

AREA	ACCESS	YES	NO	NOTES / FOLLOW-UP	
Arriving	Public transport <ul style="list-style-type: none"> • Accessible public transport within 200m with accessible route to venue 	Green	Red	closest stop: John St. on 504 King streetcar closest stop: 350m from Richmond St. West at John St. on 141/143/144/145 Downtown Express bus (extra fare) / 450m from St. Andrew Station (King streetcar not accessible)	
	Curb ramps outside the venue	Green			
	Outdoor path in good condition (no roots, cracks, holes)	Green			
	Walkway well lit at night	Green			
	Clearly marked drop off area	Green			
	Parking (type?) <ul style="list-style-type: none"> • Access parking lot within 200m with accessible route to venue (curb cuts, doors, etc.) • Bicycle locking posts or racks 	Green		underground paid parking lot 92m from underground GoPark paid parking lot at 5 Widmer St.	
	Entrance	Step free access <ul style="list-style-type: none"> • Handrails on steps that are easy to grip • Contrast edges on steps/ramps 	Green	n/a	no stairs at entrance
Tactile tiles prior to steps, ramps & drop off areas for people with vision loss		Green	Red		
Protection from wind, rain, & noise in outdoor area		Green		overhang at door. ticketholders line is inside. no protection for rush line	
Safety markings on glass doors & adjacent panels		Green			
HD Patron Entrance door is automatic & access button is visible (if not, alternative?) <ul style="list-style-type: none"> • Handle at an accessible height to a person in a seated position (lever? push/pull?) • Wide or double doors • Threshold flush with floor, or nearly so (less than 1/2") 		Green	n/a	automatic sliding doors automatic sliding doors	
Ticketing Area		Step free access <ul style="list-style-type: none"> • Handrails on steps that are easy to grip • Contrast edges on steps/ramps 	Green	n/a	no stairs to ticket counter
		Low pile carpeting or slip resistant floor & ground surfaces	Green		
	Low height ticket counter <ul style="list-style-type: none"> • Seating available • Magnifying glass, pen, pad of paper available for communication 	Green	Red		
	Brochures & printed information at accessible heights	Green			
	Effective glare free lighting at ticket counters	Green			
	Good sound acoustics at ticketing area (echo, loud, etc.)	Green			
	Hearing augmentation at ticket counters	Green	Red		
Reception & Lobby	Step free access to all levels <ul style="list-style-type: none"> • Handrails on steps that are easy to grip • Contrast edges on steps/ramps 	Green	Red		
	Elevator access to all levels <ul style="list-style-type: none"> • Low buttons for a person in a seated position • Raised number markings or Braille signage on panel 	Green			
		Green			

	<ul style="list-style-type: none"> • Voice floor announcements 		
	Escalator access to all levels		
	Low pile carpeting or slip resistant floor & ground surfaces		
	Wide, clear internal & external walkways		
	Colour contrasting door frames & trims		
	Limited use of roped barriers		
	Public seating in reception/lobby area:		near Concession
	<ul style="list-style-type: none"> • Variety of seating options • Spaces for a person using a wheelchair to sit with family & friends • Seating with backs & armrests • Seating with colour contrast to walls & floors • Some cushioned bench seats in this area • Spaces between furniture for people with mobility aids to manoeuvre • Low tables to accommodate a person in a seated position 		
	Designated Waiting Area for patrons unable to stand in line (where? how many?)		5+ next to Concession + overflow on Cin.3 bench (Ticketholder must check in with Rep)
	<ul style="list-style-type: none"> • Are there options other than folding chairs in the Designated Waiting Area? 		
	Effective lighting throughout facilities		
	Appropriate acoustic environment to reduce background noise (echo, loud, etc.)		can be quite loud when busy
	Area to charge a mobility scooter & battery powered wheelchair (where?)		
	Accessible storage area for mobility aids (where?)		hallway near staircase to Cin.1 balcony
Concession	Food & Beverage Policy in effect?		no outside food or drink
	Does the building have a liquor licence?		alcohol purchased onsite allowed in bar & cinemas
	Access to any bar / kiosk / concession area		
	Low pile carpeting or slip resistant floor & ground surfaces		
	Section of counter no more than 34" above the floor & at least 60" long		
	Alternatives to any verbal information (text, braille, etc.)		text screens above concession stands
	Accessible payment options		
	Discount for pensioners		
	Concession sold in the auditorium to patrons who choose not to leave		
	Water fountains available? (where?)		fountains on 3rd floor + water station at Concession on 2nd floor
<ul style="list-style-type: none"> • Low height for use by a seated person 			
Washrooms	All-Gender accessible washroom (if not, what arrangements have been made?)		on 1st & 2nd floor
	<ul style="list-style-type: none"> • Step free access 		
	<ul style="list-style-type: none"> • Access button on the door 		
	<ul style="list-style-type: none"> • Handle at an accessible height to a person in a seated position (lever? push/pull?) 		lever
	<ul style="list-style-type: none"> • Door swings out 		
	<ul style="list-style-type: none"> • Washroom has an alarm or assist button 		
	<ul style="list-style-type: none"> • Washroom has grab bars 		
	<ul style="list-style-type: none"> • Accessible toilet paper holder (close to toilet, easy to operate, ect.) 		
	<ul style="list-style-type: none"> • Counter heights allow a person using a wheelchair to fit chair arms underneath 		
	<ul style="list-style-type: none"> • Reachable taps 		
	<ul style="list-style-type: none"> • Soap dispensers are close to the edge of the counter 		
	<ul style="list-style-type: none"> • Paper towels are near the sink 		
	<ul style="list-style-type: none"> • Slanted or low mirror 		
	<ul style="list-style-type: none"> • Coat hook & inside shelf 		hook only
	<ul style="list-style-type: none"> • Baby change area 		change table in all gender accessible washroom on 2nd floor
Step free access to other washrooms on site			
<ul style="list-style-type: none"> • Accessible stall (marking on door, 5' x 5' clearance, grab bar, toilet paper) • All-Gender (stall toilets? urinals?) 			

	• Baby change area (accessible?)			
Lounge Space	Step free access			
	• Handrails on steps that are easy to grip		n/a	
	• Contrast edges on steps/ramps		n/a	
	Safety markings on glass doors & adjacent panels		n/a	
	HD Patron Entrance door is automatic & access button is visible (if not, alternative?)			No door
	• Handle at an accessible height to a person in a seated position (lever? push/pull?)		n/a	
	• Wide or double doors		n/a	
	• Threshold flush with floor, or nearly so (less than 1/2")			
	Low pile carpeting or slip resistant floor & ground surfaces			
	Wide, clear internal & external walkways			Furniture can be moved
	Colour contrasting door frames & trims			
	Limited use of roped barriers			Entrance and exit to lounge roped
	Public seating in lounge area:			for specific passholders only
	• Variety of seating options			
	• Spaces for a person using a wheelchair to sit with family & friends			
	• Seating with backs & armrests			
• Seating with colour contrast to walls & floors				
• Some cushioned bench seats in this area				
• Spaces between furniture for people with mobility aids to manoeuvre			furniture can be moved	
• Low tables to accommodate a person in a seated position				
Effective lighting throughout facilities				
Appropriate acoustic environment to reduce background noise (echo, loud, etc.)			can be quite loud when busy	
Area to charge a mobility scooter & battery powered wheelchair (where?)				
Accessible storage area for mobility aids (where?)			hallway near staircase to Cin.1 balcony	
Theatre Seating (Cinema 1)	Pre-seat patrons with disabilities from Designated Waiting Area			
	Cinema door is automatic & access button is visible			
	• Handle at an accessible height to a person in a seated position (lever? push/pull?)			long vertical pull handle
	• Wide or double doors			
	• Threshold flush with floor, or nearly so (less than 1/2")			
	Integrated & dispersed accessible seating within the regular seating area			
	• Spaces for a person using a wheelchair (how many? location from screen?)			6 total (2 areas on either side of 6th row from screen in orchestra)
	• Adjacent companion seating available			
	• Step free seating (how many? location from screen?)			16 (6th row from screen in orchestra)
	• Moving armrests on seats adjacent to wheelchair spaces (for easy transfer, etc.)			armrests are very low so transferring may still be possible
	• Enough space between seating rows for easy movement along aisles			
	Handrails on steps that are easy to grip			
	Lighting on stairs in theatre areas (edges? sides?)			sides
Does the theatre have a balcony?				
• Accessible (how?)				
Assistive Devices available (where do patrons go to get them?) (how many of each?)			TIFF Box Office on a first-come, first-served basis, subject to equipment availability. Patron will need to hand over ID or credit card as security	
• Hearing Assist			10 (same as DS units) (shared between all cinemas)	
• Captiview (Closed Captioning or CC screenings)			8 (shared between all cinemas)	
• Descriptive Video (Described Sound or DS screenings)			10 (same as Hearing Assist units) (shared between all cinemas)	
Theatre Seating (Cinema 2)	Pre-seat patrons with disabilities from Designated Waiting Area			
	Cinema door is automatic & access button is visible			
	• Handle at an accessible height to a person in a seated position (lever? push/pull?)			long vertical pull handle
• Wide or double doors				

C		<ul style="list-style-type: none"> Threshold flush with floor, or nearly so (less than 1/2") 		
		Integrated & dispersed accessible seating within the regular seating area		
		<ul style="list-style-type: none"> Spaces for a person using a wheelchair (how many? location from screen?) 		5 (1 area on house left side of 5th row from screen)
		<ul style="list-style-type: none"> Adjacent companion seating available 		
		<ul style="list-style-type: none"> Step free seating (how many? location from screen?) 		15 seats (5th row from screen)
		<ul style="list-style-type: none"> Moving armrests on seats adjacent to wheelchair spaces (for easy transfer, etc.) 		armrests are very low so transferring may still be possible
		<ul style="list-style-type: none"> Enough space between seating rows for easy movement along aisles 		
		Handrails on steps that are easy to grip		
		Lighting on stairs in theatre areas (edges? sides?)		sides
		Does the theatre have a balcony?		
	<ul style="list-style-type: none"> Accessible (how?) 		n/a	
	Assistive Devices available (where do patrons go to get them?) (how many of each?)		TIFF Box Office on a first-come, first-served basis, subject to equipment availability. Patron will need to hand over ID or credit card as security	
	<ul style="list-style-type: none"> Hearing Assist 		10 (same as DS units) (shared between all cinemas)	
	<ul style="list-style-type: none"> Captiview (Closed Captioning or CC screenings) 		8 (shared between all cinemas)	
	<ul style="list-style-type: none"> Descriptive Video (Described Sound or DS screenings) 		10 (same as Hearing Assist units) (shared between all cinemas)	
C	Theatre Seating (Cinema 3)	Pre-seat patrons with disabilities from Designated Waiting Area		
		Cinema door is automatic & access button is visible		
		<ul style="list-style-type: none"> Handle at an accessible height to a person in a seated position (lever? push/pull?) 		long vertical pull handle
		<ul style="list-style-type: none"> Wide or double doors 		
		<ul style="list-style-type: none"> Threshold flush with floor, or nearly so (less than 1/2") 		
		Integrated & dispersed accessible seating within the regular seating area		
		<ul style="list-style-type: none"> Spaces for a person using a wheelchair (how many? location from screen?) 		4 (1 area at centre of 2nd row from screen - no 1st row seats in front of this area)
		<ul style="list-style-type: none"> Adjacent companion seating available 		
		<ul style="list-style-type: none"> Step free seating (how many? location from screen?) 		15 seats (1st row from screen)
		<ul style="list-style-type: none"> Moving armrests on seats adjacent to wheelchair spaces (for easy transfer, etc.) 		armrests are very low so transferring may still be possible
	<ul style="list-style-type: none"> Enough space between seating rows for easy movement along aisles 			
	Handrails on steps that are easy to grip			
	Lighting on stairs in theatre areas (edges? sides?)		sides	
	Does the theatre have a balcony?			
	<ul style="list-style-type: none"> Accessible (how?) 		n/a	
	Assistive Devices available (where do patrons go to get them?) (how many of each?)		TIFF Box Office on a first-come, first-served basis, subject to equipment availability. Patron will need to hand over ID or credit card as security	
	<ul style="list-style-type: none"> Hearing Assist 		10 (same as DS units) (shared between all cinemas)	
	<ul style="list-style-type: none"> Captiview (Closed Captioning or CC screenings) 		8 (shared between all cinemas)	
	<ul style="list-style-type: none"> Descriptive Video (Described Sound or DS screenings) 		10 (same as Hearing Assist units) (shared between all cinemas)	
Responsive Evacuation Procedures	Emergency evacuation plan in place (incl. considerations for accessibility)			
	<ul style="list-style-type: none"> Emergency evacuation plan/route posted 			
	<ul style="list-style-type: none"> Emergency procedure information available in alternate formats, on request 		written, verbal	
	Emergency doors clearly marked			
	<ul style="list-style-type: none"> Accessible emergency exits are clearly marked with access symbols 			
	All alarms have both visual & audible signals (how many stages to alarm?)		2 stage - 1st in lobby only / 2nd entire building	
Signage	Clear external & internal building/directional signs (solid contrasting background, matte finish, large print, simple serif fonts)			
	Raised letters on external & internal building/directional signs			
	Can a person approach within 36" of a sign without standing within door swing?			
	Displayed at an approximate height to be read by a person in a seated position			
	Alternatives to any visible information (announcements, braille, etc...)		verbal	
	Captioning on any film or video screens			

	Plan of building posted at entrance • Access symbols used on plan of building			
	Clear large print name tags on staff/volunteers		n/a	
	List of on-site staff/volunteers who can assist patrons in other languages			
	When applicable, specialized performances signs: DS, CC, Relaxed, ASL			
	When applicable, warning signs for strobe lighting or large technical effects			
	When applicable, warning signs for physical access aids that are out of order (elevator, etc)			
Service Animals	Service animals permitted in all public spaces			
	Availability of a water bowl at the main entrance/exit for service animals			
	Designated run/toilet area in an adjacent garden area			
Other Considerations	Is the building scent-free? (unscented products used throughout incl. washroom)			
	Is the building generally a loud bustling environment?			
	A quiet area where patrons can interact in a less chaotic environment			3rd floor is usually quieter
	Availability of mobility aids for loan (wheelchair, walker)			
	Availability of a fridge for dietary needs & medication			