

The Art Gallery of Mississauga welcomes all members of our community to experience art by committing our staff and volunteers to provide services that respect the independence and dignity of each individual. We believe in offering services, information and spaces that are appropriate and accessible, and we incorporate accessible measures that include, but are not limited to: universal restrooms, non-English tours by appointment, and the use of service animals.

Accessibility | Viewers

The Art Gallery of Mississauga is in compliance with the City of Mississauga – and Provincial Accessibility Standards for Customer Service (Ontario Regulation 429/07) under the Accessibility for Ontarians with Disabilities Act (AODA) 2005.

We are committed to using reasonable efforts to ensure that the institution and its public amenities are accessible to persons with varying disabilities, in accordance with the core principles of respect, independence, dignity, and equality.

We are also committed to responsive compliance with the Ontario Accessibility plan for 2025.

http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/compliance_action_plan/index.aspx

Mobility | Wheelchair Accessibility

The Galleries and public spaces are wheelchair accessible, under regular operations. If there is a disruption in accessibility, a sign will be posted stating that “This Gallery is not Wheelchair Accessible,” as well, the Visitor Services Staff will alert incoming viewers.

For individuals with reduced mobility who will be dropped off at the Gallery – the accessible ramp is located at the North entrance of the Civic Centre, across from Living Arts Centre. The North entrance also features “push button door opening” services for timed entry. Paid parking is available on the street curbside to the entrance and underground with an entrance off Duke of York Blvd and elevators that lead to the Gallery on the first floor.

The Gallery is located on the first floor – there are no elevators and stairs required to gain access to the Gallery once inside the Civic Centre. There are elevators in other parts of the building for other business matters in Civic Centre – please see the City of Mississauga website for further clarification.

Family | Universal | Wheelchair-accessible Washrooms

A wheelchair-accessible washroom is located outside the Gallery on the first floor – near the C-Café.

If a special needs individual has a support worker of the opposite sex, either the family or universal washroom may be utilized to ensure privacy. The AGM does not have jurisdiction over the use or function of the washrooms in the Civic Centre.

Inside the AGM, there are gender specific washrooms with limited mobility access.

Service Animals | Assistance

Service animals are welcome at the Art Gallery of Mississauga. A service animal is any guide dog or other animal trained to perform tasks for an individual with a disability. Service animals are not pets. They are working animals that are specially trained to provide assistance. To visit the AGM, a service animal must:

- Be on a leash, be under its owner's control and behave appropriately
- Birds, reptiles, amphibians and rodents must be kept within an enclosed carrier or container
- Not show aggressive tendencies towards people or other animals

Under control and well behaved are the defining characteristics. The care and supervision of a service animal is solely the responsibility of its owner. In addition, customers traveling with animals are subject to the same general rules that apply to all visitors; i.e., any damage or soiling caused by the animal is the responsibility of the visitor. If an animal is not under control or if its behavior is disruptive or menacing, AGM staff can refuse service or ask the individual and animal to exit the facilities. Service animals must be kept under physical restraint by its owner at all times.



ART GALLERY OF MISSISSAUGA

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